

intouch

Members' Magazine July 2019

Healthcare on show

At our Annual Members'
Meeting

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Welcome



I hope that you will be able to join us for our Annual Members Meeting (AMM) in September.

This year we are holding it at a fantastic new venue, the Farnborough International Exhibition Centre and we will be incorporating a health and wellbeing fair to showcase many of our services and offer advice on how you and your loved ones can stay happy and healthy for longer.

Traditionally the meeting is a chance to report back formally on the year and reflect on events. A lot has happened in the year to April 2019.

It is amazing to think that on each and every day we cared for 645 people in our two A&Es, welcomed a classroom of new babies (27 on average), managed 2,400 outpatient appointments, served 4,200 meals, and spent £1.7m. In addition we looked after 246 community patients in Hampshire and travelled 1,860 miles to support them in their own homes.

And that is just the day jobs!

On top of the regular activity that helped keep close to a million people fit, happy and pain-free our amazing staff carried out some incredible work to redesign, transform and improve services. A few examples that stand out include:

- Completion of our £50m urgent care building at Wexham Park Hospital that incorporates a new

state of the art emergency department, short stay and 24-hour care units

- Starting work at Heatherwood in Ascot to replace our current hospital with a fantastic £98m new elective surgery building
- Achieving a 'Good' rating in the first ever full trust inspection, with Frimley Park Hospital retaining its 'outstanding' status

- Making the most of NHS70 in July to truly appreciate the wonderful health service and the people who work in it

- Making progress through the Frimley Health and Care Integrated Care System to break down organisational barriers and create better services for our patients that aspire to always give the right care at the right place and the right time

But at the annual meeting this year we won't just be looking back. We'll be unveiling an organisational strategy that looks forward to the next five to 10 years and outlines our priorities that will help to deliver the NHS Long Term Plan locally.

Thank you to everyone who contributed to developing our #FutureFHFT strategy over the past 12 months. It has been inspirational to identify the challenges before us and to work together on the best ways to meet them. The next few years are not going to be easy for the NHS and we need to transform the things we do and the ways we do them in order to be the best we can.

You can read more details about our AMM on 17 September on page 3.

See you there!

Pradip Patel

Pradip Patel
Chairman

NHS Frimley Health NHS Foundation Trust



On the cover

Clinical audit officer and veterans' champion Chip Walker describes his work with forces veterans at Frimley Health – pages 8 and 9

Coming soon

Council of Governors, Health and Wellbeing Fair and Annual Members' Meeting

Tuesday 17 September

Farnborough International Exhibition Centre
ETPS Road, Farnborough
GU14 6FW

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 GU12587
Portsmouth Road
Frimley GU16 5BR

Health and wellbeing fair at Members' Meeting

A market place promoting health and wellbeing will welcome you to this year's Annual Members' Meeting (AMM) on Tuesday 17 September at the Farnborough International Exhibition Centre.

Featuring interactive and fun stands showcasing healthcare from cardiology to flu prevention, mental health to eye care, alcohol awareness to creative art, expert staff will be on hand to advise and inform guests on an extensive range of healthcare topics, not normally available all in one place.

Trust chairman Pradip Patel said: "We wanted to make this year's event bigger and better by offering our members and their families much more of an insight into what goes on at Frimley Health and hopefully our health and wellbeing market place will do just that."

While guests browse stands from 5.30pm, they will be entertained by the Frimley Healthy Harmonies choir.



Sarah Waldron

Here is just a taster of what will be on offer:

- | | | |
|--|----------------------------------|--|
| • Dementia – try on our 'dementia suit' to experience how the disease can affect people | • Breast care | • Parkside private patients' services |
| • Dietetics | • Eye care | • Flu prevention |
| • Infection control – 'Fantastic beasts and where to find them' | • Maternity | • Volunteering |
| • Stroke services | • Cardiology | • Frimley Health Charity |
| • Urology | • Physiotherapy | • Meet your governors |
| | • Alcohol awareness | • And more! |
| | • Mental health awareness | |

The AMM is the Trust's annual general meeting where governors officially receive the Trust's annual report and accounts. It is also an opportunity for us to share with you our news, achievements and to outline our plans for the next five years as part of our #FutureFHFT.

The AMM starts at 7pm and features two guest speakers: consultant oncological breast surgeon Isabella Karat and consultant orthopaedic surgeon Jonathan Hull.

And a raffle on the night will be raising money for the Frimley Health Charity. There will be some fantastic prizes on offer such as afternoon tea for two donated by a number of local hotels: the Aviator in Farnborough, Royal Berkshire Hotel in Ascot, Mercure Bush Hotel in Farnham, Pinewood Hotel in George Green, Slough and Frimley Hall Hotel, Frimley.

Membership manager Sarah Waldron added: "We look forward to seeing as many of you

as possible at our AMM and hope you enjoy browsing the market place and meeting our staff. Members and non-members alike, along with families and friends are all welcome.

"If you can join us, it would be helpful if you could let me know at sarah.waldron@nhs.net so we have an idea of numbers in advance. Thank you."

Appearing in this issue...



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Could you be a Frimley Health governor?

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

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Plastic fantastic!



Staff celebrate the official opening of the PUC at Wexham Park, with Trust CEO Neil Dardis (centre) and guest of honour Magdy Saad

A dedicated unit for urgent plastic surgery at Wexham Park Hospital has made a big impact in its first year of operation.

The plastics urgent care (PUC) clinic provides fast, state-of-the-art care for people with open wounds and injuries.

Up to 10 patients a day are signposted straight from the hospital's emergency department (ED) while others may bypass it altogether. And most are seen within five minutes of their arrival.

So while EDs across the country struggle to hit the target of discharging, admitting or transferring 95% of patients within four hours, there are no such issues for Wexham emergency patients who require plastic surgery.

Wexham's plastic surgery team held the official opening of the PUC in April, with senior Trust leaders joining clinicians and support staff for the ceremony.

Guest of honour was former consultant plastic surgeon Magdy Saad, who joined Wexham Park in 1968 and helped to

build Wexham's reputation as a centre of excellence for plastic surgery.

Mr Saad said: "Looking at the department now, it fills me with joy.

"It is a very happy department, it has expanded and I'm delighted to see what has happened here.

"I wish the team all the best as it continues to get stronger and stronger."

Consultant plastic surgeon and service lead Rajan Uppal revealed that Mr Saad later wrote to him suggesting "the golden era of Wexham" had returned.

The PUC, which has its own upgraded operating theatre, is part of Wexham's wider plastics service that now sees 33,000 people a year, including many from Frimley Park.

The service also includes a nurse-led dressing clinic, specialising in post-operative care to help with wound healing, and a closed hand injury clinic (CHIC) for injuries such as broken bones and sprains. Historically less than 50% of CHIC patients would have been seen by a consultant; now the figure is in excess of 90%.

Consultant plastic surgeon Richard Baker said: "The PUC has been a huge success and it has had a very positive effect in ED.

"We have surveyed patients and they are very happy. Of the patients coming to the PUC clinic, 77% were seen within five minutes of arrival.

"At the PUC we perform minor surgery and we wash and stitch wounds, but we would like to do more, including fixing nerves and tendons.

"We will be upgrading the theatre and want to see it running all day every day, Monday to Friday, so that most of our trauma operations can be done here, taking the pressure off the hospital's main theatres."

Frimley Health chief executive Neil Dardis said: "These services only succeed where there is great leadership and really aspirational teams who work together to continue to improve care for patients, and our plastics department has that in abundance.

"We're proud of our new ED, but we are equally proud that patients don't always have to go there to get the high quality, specialist care they need."

A very special wedding at Frimley Park

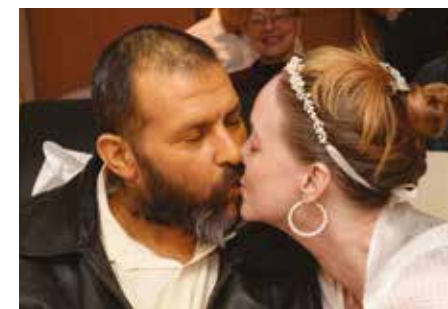
When an infected cut spiralled into multiple organ failure for 42-year-old Kenny Miller, his loved ones knew they had to prepare for the worst.

But as family gathered by his hospital bed at Frimley Park in January, Kenny and his fiancée Kirsty were determined to fulfil their long-held dream to marry.

They had planned a spring wedding in the picturesque Scottish highlands, but knowing that was no longer a realistic option they turned to hospital staff for help.

And the nursing team pulled out all the stops to ensure the couple had their special day.

Becci Richards, senior sister on the F9 ward where Kenny was receiving care, became their unofficial wedding planner, arranging a venue, the registrars, photography and a cake. She even donated decorations she had kept from her own wedding.



Other nursing staff rallied around making sandwiches and drinks for the post-ceremony celebration, and associate practitioner Natalee Duncan helped Kirsty style her hair for the big occasion.

The team even sourced black trousers from the hospital's porters' lodge for Kenny to wear as the proud former soldier refused to get married in his hospital bed.

Just a few hours after making their request, Kenny and Kirsty, from Fleet in Hampshire, married in Frimley Park's Time Garden surrounded by those closest to them.

Kirsty's daughters Isobel, then aged 11, and Chloe, 5, were there, along with the couple's parents and Kenny's best friend Simon Gerring, who was an official witness.



Becci even used her mobile phone to broadcast a video of the ceremony to Kenny's sister in northern England.

Kirsty said: "In a very short space of time they put on a really fantastic afternoon. Everyone loved it and it was far better than we could ever have imagined.

"Becci had really gone to town – there were decorations, there were flowers, there was a cake, there was a buffet. She had also organised for the hospital photographer to take photos. It was really lovely."

Staff at Chloe's school, Heatherside Infants in Fleet, donated bouquets for Kirsty and her daughters and a rose for Kenny.

"The Time Garden was a magical place



Becci Richards with Kirsty

where we could go and forget about where we were and everything we were going through and just focus on the wedding," said Kirsty. "It was amazing and I can't thank them enough."

Kenny and Kirsty had four days together as husband and wife, before he sadly died on 2 February.

Becci's support for the couple was recently recognised at Frimley Health's Values into Practice Awards. Read more on page 10.

She said: "I wanted to make the occasion as special as I could for them and I knew I had some items at home from my own wedding in 2017 that I was more than happy to share.

"It was a huge privilege to help."

Kirsty is grateful for the support she has received from WAY Widowed and Young, a national charity for men and women aged 50 or under when their partner died. It's a self-help group run by a network of volunteers who have been bereaved at a young age themselves, so they understand exactly what other members are going through.

Find out more at:
www.widowedandyoung.org.uk

Our NHS Parliamentary Award nominees



Bev Kirkham

Park about five years ago I noticed service personnel were coming to us quite late in their diagnosis because, for a number of reasons, they often don't want to talk about their symptoms.

"By the time they were getting to us they were quite unwell."

Bev worked with gastroenterology consultant Col Patrick Connor to set up twice monthly IBD clinics at Aldershot Centre for Health exclusively for military personnel and their families. She also acts as their advocate, liaising with military medical officers about ongoing care and treatments.

Future plans include more outreach work to raise further awareness of the Trust's IBD services among military families.

"I have had really good feedback from patients about the difference it is making to them, and they are being seen quicker." she said.

Joanne meanwhile was nominated in the 'Excellence in Healthcare' category, after she had identified a disparity in services provided to patients with long term respiratory diseases, in particular chronic obstructive pulmonary disease (COPD). Her vision was to provide a comprehensive Adult Integrated Respiratory (AIR) service, seven days a week.

The AIR service was created in 2016 jointly with Berkshire Healthcare NHS Foundation Trust. Its team of specialists in respiratory care, led by Joanne, cares for patients with COPD, asthma, interstitial lung disease



Joanne King with MP Tan Dhesi

(ILD), bronchiectasis, as well as providing home oxygen and specialist respiratory physiotherapy services.

The team provides education for patients, carers, ambulance and primary care staff in order to improve patients' outcomes and encourage early referral to the AIR service.

And they help patients to better manage their own illnesses, make healthy lifestyle choices and develop strategies and skills to manage their health conditions in the long term.

The team has even supported the introduction of three 'Singing for Lung Health' patient groups which are enjoyed by many and help patients to better manage their symptoms.

As a result, the service has received great feedback from patients, there has been a significant reduction in hospital admissions and readmissions of patients with respiratory disease, as well as a reduction in A&E attendances.

Slough MP Tan Dhesi visited Jo and the team in May at King Edward VII where he learned more about the services the AIR team provides and observed pulmonary rehabilitation and a 'Singing for Lung Health' session.

Of her NHS Parliamentary Award nomination, Jo said: "I feel incredibly honoured and very excited, but it's not just about me, it's about the team.

"I may have had the idea but you can't do it on your own. If you don't have a fabulous team you can't provide excellence in patient care."



Bruce Montgomery

The Trust's former Freedom to Speak Up guardian, Bruce Montgomery, was also shortlisted in the awards. Nominated by Michael Gove, Bruce is a finalist in the 'Wellbeing at Work' category for enabling our staff to raise their concerns in a constructive and non-judgemental way.

Breaking ground at Heatherwood

A milestone was reached in April in the progress of our new hospital build at Heatherwood in Ascot. Developers Kier held a ceremony to mark the 'ground breaking' moment.

After a few weeks of site levelling, testing and preparation, this symbolic ceremony celebrated the moment when the digging started and the building work 'proper' began.

To mark the occasion Kier's Martin Reilly presented Frimley Health's chief executive Neil Dardis with a ceremonial shovel.



Neil Dardis and Martin Reilly break the first ground



Some of the Frimley Health project team

The main building frame will be up quickly and there is another year or so of external and internal construction before fitting out starts.

The new hospital will replace the ageing Heatherwood Hospital that has stood in Ascot for almost 100 years. Within 10 years

it will provide care for an estimated 168,000 people each year – 85,000 more than the current Heatherwood.

It is the latest major development in Frimley Health's £200m capital investment programme.

Veteran Aware accreditation

Frimley Health NHS Foundation Trust has been awarded Veteran Aware status in recognition of its commitment to improving NHS care for veterans, reservists, members of the armed forces and their families.

The accreditation, from the Veterans Covenant Hospital Alliance (VCHA), acknowledges the Trust's commitment to a number of key pledges, including:

- Ensuring that the armed forces community is never disadvantaged compared to other patients, in line with the NHS's commitment to the Armed Forces Covenant
- Training relevant staff on veteran specific culture or needs
- Making veterans, reservists and service families aware of appropriate charities or NHS services beneficial to them, such as mental health services or support with financial and/or benefit claims
- Supporting the armed forces as an employer

Frimley Health is now one of 33 members of the VCHA and is part of only the second wave of trusts to be accredited.

Much of the work to achieve Veterans Aware accreditation was undertaken by Chip Walker, clinical audit officer and veterans' champion at Frimley Health.

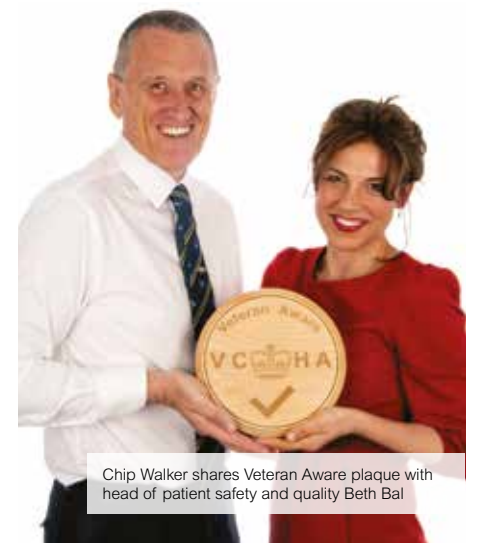
It involved a complex process to complete an annual report and demonstrate that the Trust is meeting all VCHA standards.

Chip said: "It was fantastic to learn that the Trust had received this honour. It recognises the huge amount of work that has been done so far in a relatively short period of time.

"But we won't rest on our laurels. There is more we can do to improve our processes, policies and staff awareness. However, it is a major step forward in our aim to achieve Gold status in the Armed Forces Covenant."

You can read more about Chip's work on pages 8 and 9.

The Veterans Covenant Hospital Alliance



Chip Walker shares Veteran Aware plaque with head of patient safety and quality Beth Bal

is a group of NHS acute hospitals which have volunteered to be exemplars of the best care for veterans and help to drive improvements in NHS care for people who serve or have served in the UK armed forces and their families.

A day in the life...

Chip Walker,

veterans' champion at Frimley Health

When Frimley Health signed the Armed Forces Covenant in 2017, we pledged to ensure that current and former service men and women are never disadvantaged in our hospitals, either as patients or as staff.

It is a commitment we take seriously.

For more than 20 years Frimley Park has hosted the Ministry of Defence's Joint Hospital Group (South East), a partnership in which military medics work alongside our own NHS staff.

The hospital itself sits close to the Aldershot garrison and the Royal Military Academy at Sandhurst, with further barracks nearby at Pirbright and Deepcut. And with RAF Odiham just 15 miles away and the Navy dockyard at Portsmouth in the region, too, there's a large ex-military community in the area.

East Berkshire, home to Wexham Park Hospital in Slough and Heatherwood Hospital in Ascot, has many forces veterans too.

Some of them will come to us for care, others to join our team.

As veterans champion at Frimley Health, Chip Walker is helping to ensure we have the policies and procedures in place to give veterans and their families fair access to care, support or employment, in accordance with the covenant.

This involves, among other things, ensuring patients' veteran status is recorded on our systems so that it can be taken into account when planning their care, and linking in with charities such as the Defence Medical Welfare Service which can provide them with practical and emotional support.

It also means ensuring veterans are not disadvantaged by our recruitment processes, and acknowledging and supporting current



colleagues who have previously served.

Chip's primary role at the Trust is as a quality and audit officer, supporting our surgical specialties to measure and audit data so that we can continue to provide the best possible care for our patients.

He is a former soldier himself, having joined the Army Catering Corp in 1974 and being attached to the Parachute Regiment. He later joined 10Bn, the Parachute Regiment's reserve battalion, as a machine gunner. His 12 years' military service included postings to Germany and Cyprus and three tours of Northern Ireland.

In 1987 he joined Hampshire Constabulary and was a police officer for 23 years with roles including rapid response driver, firearms officer and personal protection.

He joined Frimley Health in 2016 as a medical records co-ordinator, moving to quality and audit a year later.

Chip took up the veterans' champion role earlier this year after he organised a special breakfast gathering for staff who had previously served in the armed forces. It was a forum where veterans could meet, share experiences and support each other.

He said: "I think there is a huge amount that we, as a Trust, can do for veterans.

"Some of the biggest issues faced by people leaving the forces involve struggling with the transition to civilian life.

"Not everyone needs support, but many people do, particularly those who are already dealing with issues such as post-traumatic stress disorder (PTSD), addiction problems or injury. I always want to help people like that.

"Veterans' breakfasts, which are held nationally, are an opportunity for veterans to come together, to come back into the fold and to speak to other veterans.

"The armed forces have their own language and banter, and a lot of gallows humour that may offend others who have not served.

"The breakfast events provide an environment in which people can relax and be themselves without fearing they will be judged by others. They also give them a chance to speak to others who have gone through, or are going through, similar issues to them.

"I know that some people who have never served in the armed forces question why we need to do anything for veterans. They say, 'They are just other people. Yes, they have served in the forces but so what?'

"I understand that point of view but veterans offer the Trust so much.

"They come to us with a high work ethic and



Chip with Josh and Emma-Jane

senses of duty, honour and commitment.

"They also tend to be very open-minded and adaptable, because you need to be in the services, and that's a trait that serves the NHS very well too."

As veterans' champion, Chip is part of a small but growing team of armed forces 'champions' at Frimley Health.

They are led by Duncan Burton, our director of nursing and quality, and Beth Bal, our head of patient safety and quality.

Chip works in parallel with armed forces champion Mark Lepine-Williams, our assistant hotel services manager, who liaises with current military personnel, including reservists, and they are supported at Frimley Park by two 'local champions' – healthcare assistant Emma-Jane Wyse in Day Surgery 1 and receptionist Josh Miller in Day Surgery 2.

Emma-Jane and Josh ask all new patients in their areas whether they have ever served in

the armed forces (although they do not have to answer) and if so, whether they need any particular support. Those details can then be added to the patient's notes and if necessary they can be referred to the Defence Medical Welfare Service (DMWS).

Chip said: "Sometimes I have helped to get these patients on the right care pathway, or arranged for the DMWS to see them.

"On other occasions veterans have been on their own so I have popped down to see them, introduced myself and asked if there's anything they need. They have been very grateful for that because not everyone has family on their doorstep."

We eventually hope to build up a network of local champions across the Trust.

Though in its infancy, the role of veterans' champion is developing and expanding as Chip links in with the work of charities and other hospitals and organisations.

Another veterans' breakfast was due to be held in June and other events are in the pipeline throughout the rest of the year, including a 1940s-themed tea party.

Thanks to Chip's efforts, Frimley Health was recently granted Veteran Aware status from the Veterans Covenant Hospital Alliance. The accreditation recognises our commitment to improving NHS care for veterans, reservists, members of the armed forces and their families. You can read more on page 7.

Every day is different for Chip, who said: "I certainly get a lot of emails. Today I had one from another hospital asking about the information in our recruitment pamphlets.

"The role is very ad-hoc. People may come in to see me or I might have meetings about funding for certain projects, then I might speak to a matron about capturing veterans' information. There isn't a set pattern because it can change every 10 minutes, let alone every day."



Chip in discussion with colleagues

Are you an armed forces veteran who has been referred to the Trust for care?

Do you want further assistance?

Contact the Defence Medical and Welfare Service:

Tel: **0800 9993697**

Email: **referrals@dmws.org.uk**

Website: **www.dmws.org.uk**

New Freedom to Speak Up guardian

Clinical matron Steve Roots is the Trust's new Freedom to Speak Up (FTSU) guardian, following the recent retirement of his predecessor in the role, Bruce Montgomery.

The Freedom to Speak Up programme at Frimley Health encourages staff to raise any concerns they may have at work about a wrongdoing, malpractice or risk. The FTSU guardian and advocates are available for when staff wish to speak up about anything they feel gets in the way of delivering great patient care. There are currently over 20

FTSU advocates across the Trust.

Staff are able to raise any concerns with Steve by emailing him at steven.roots@nhs.net or via mobile 07775 547175, or the dedicated FTSU email f.concerns@nhs.net.

For the time being, Steve will also continue to cover his role as matron for cardiovascular medicine at Wexham Park.

Staff can also ask the charity 'Protect' (0203 117 2520) for legal advice or contact the National Whistleblowing Helpline (0800 724 725).



Steve Roots

Our ViPs



Our ViP award winners

Special ViP awards were handed out by chief executive Neil Dardis during May's public board meeting.

Successful nominee Senior Sister Becci Richards certainly went the extra mile when she helped to organise the wedding of a dying patient. You can read more about it on page 5.

The radiology CT team at Frimley Health were also honoured for their remarkable team spirit and for ensuring all staff and patients feel valued.

And caring Wexham Park Hospital clerk Dee Drew received recognition for going out of her way to help a distraught patient to go

through with his operation.

Why not nominate your Frimley Health ViP? If, for example, someone has gone above and beyond your expectations to help you or a loved one, it is a great way to express your appreciation. ViP (Values into Practice) awards is a new scheme enabling staff, patients and the public to nominate people at Frimley Health who have shown exceptional dedication to our shared Trust values – committed to excellence, working together and facing the future.

For a nominations form and to find out more visit www.fhft.nhs.uk/vipawards

Members' forums

Following the members' forums in February and June, points raised were fed back to the Trust's Patient Engagement and Involvement Group (PEIG) to review themes and recommend actions.

So far the themes that have emerged are an overall satisfaction with clinical services but also some concerns about administration, especially regarding outpatient appointments.

In response to members wanting to know more about the Frimley Health and Care Integrated Care System (ICS) an article was published in your last edition of inTouch providing an overview of the ICS and its plans to transform and align services.

Local Healthwatch services are supporting the ICS to find out what is important to you and your families. Together they created a survey enabling you to share your views to help shape local plans and build a healthier community for the future. A link to the survey was emailed to members at the beginning of June.

Feedback from the survey will be shared, anonymously, with local health and care services and a report will be made available on the websites of your local Healthwatch services and the Frimley Health and Care ICS. You can find out more here: www.frimleyhealthandcare.org.uk/get-involved



Frimley Health is continuing to develop its five to 10 year strategy and has made considerable progress since your last edition of inTouch.

We have been engaging with a variety of staff, patients and external stakeholders to develop a list of options to consider for our strategy.

More than 490 options were evaluated, from which our overall key ambitions were generated to form the basis of the strategy.

These strategic ambitions are based upon the need to address the growing challenges within the NHS, embracing new ways of working and offering new models of care to suit the needs

of our patients and communities. We have been working closely with clinical colleagues who design and develop their services to ensure we continue to deliver a range of highly regarded clinical services.

Once the draft strategy is ready we will share with our staff, partners and communities to get further input and allow us to finalise our plans in readiness for launch in the autumn.

We would like to thank everyone who has helped to shape our #FutureFHFT; we are excited by the opportunities that have emerged through the process and look forward to working with you to make it a reality.

International Clinical Trials Day

Frimley Health's research and development teams marked International Clinical Trials Day across the Trust in May, embracing the National Institute for Health Research's new campaign 'Be Part of Research'.

By hosting stands in the main reception areas at both Frimley Park and Wexham Park hospitals, they hoped to raise awareness of research at the Trust among staff, patients and visitors.

Research changes lives. It is only through

research that the NHS can develop better treatments and care, as well as improve diagnosis and prevention. And research can only happen thanks to the thousands of people, of all ages, willing to volunteer for studies every year.

If you would like to find out more about the main areas of research at Frimley Health, please email the team at: fhft.research.development@nhs.net or call 01276 522441 (Frimley Park), 01753 634364 (Wexham Park).



Survey thanks



A big thank you to everyone who completed our recent member communications survey.

More than 500 of you responded, telling us your views about the ways we involve and communicate with you.

Your responses are being analysed and will help us to develop our current communications and events programme.

Congratulations to our two lucky prize winners: Linda Cantwell and Pam Keeble. They will soon be enjoying complimentary afternoon tea with a guest at either the Mercure Farnham Bush Hotel in Farnham or Stoke Place in Stoke Poges, both prizes kindly donated by the hotels.

'500' milestone



Congratulations to our theatres team at Frimley Park that has performed more than 500 robotic partial nephrectomies.

The operation removes a tumour or diseased section from a kidney, allowing the organ and its function to be preserved.

Frimley began using the robot for the surgery almost 10 years ago, leading to improved outcomes and faster recovery times for patients. It is a regional centre performing more than 100 partial nephrectomies per year – one of the most in the country.

1,500 runners stride out for Stroke Appeal



Thanks to your support, this year's Run Frimley event has so far raised more than £30,000 for the Stroke Appeal at Frimley Park Hospital.

Fun runners and serious athletes took to the streets around the hospital on Sunday 5 May. Many embraced this year's 'superheroes' fancy dress theme wearing colourful costumes to take part in the 10km road race or 2.5km fun run.

The Stroke Appeal aims to raise more than £1 million to develop Frimley Park's stroke unit into one of the best in the country.

The unit looks after more than 100 patients each month, and the Trust wants to expand it so patients can have better access to complementary therapies and provide more of the latest equipment that will help patients during their recovery.

Plans include creating an outdoor area with steps and special paving, providing an interesting and stimulating environment where patients can exercise and work on their mobility.

Frimley Health Charity fundraising manager Keith Hanks said: "A big thank you to everyone who took part and raised money for our appeal, to all our race day volunteers, and to our sponsors,

whose generous support covered event costs and ensured all the money raised by participants helps us to improve our patients' lives."

It's our 15th run next year and booking is now open for Run Frimley on Sunday 3 May 2020 – why not join us?

Register at www.frimleyhealthcharity.org



Date for your diary...

Walk Frimley

Sunday 15 September

Why not join us for Walk Frimley on Sunday 15 September? You can sign up to take part now.

This 10k walk starts and finishes at Frimley Park Lodge in Frimley Green. It is mostly a flat walk on country paths around the Frimley area.

Tickets costing £10 for adults and £5 for children are on sale via our website and all proceeds go towards our Stroke Appeal at Frimley Park Hospital.

Walk Wexham brings in £3,000

Around 60 walkers took part in Walk Wexham on a blustery spring day in May, stepping out on a five-mile journey through Eton from Upton Court Park in Slough.

The hospital's neonatal team deserve a special mention for raising nearly £1,500.

We were delighted to continue our partnership with Slough Rotary Club for this event and are grateful for all your support for Wexham Park's charitable funds.



Racing towards children's sensory garden

Race Wexham at Windsor Racecourse on Monday 5 August is raising money for a new children's sensory garden at Wexham Park Hospital.

We would like to create a larger, beautiful and bright place for children, young people, their families and visitors to spend time away from a medical environment.

It will be a sensory area that reflects colour, light and air and helps to create a sense of calm, fun, distraction and communication. The garden will be open all year round and include a colourful pavilion to provide shelter and a safe, outdoor space.



A stay in hospital can be a particularly distressing time for our younger patients and their families and we hope that this garden will help to provide a degree of normality and comfort away from the busy hospital ward.

Our fundraising target for this project is £50,000 to enable us to complete the garden in October. If you are interested in supporting it, more information is available from our JustGiving campaign:

<https://www.justgiving.com/campaign/childrensensorygarden>

Flying high with the Aviator

The Aviator Hotel in Farnborough has chosen Frimley Park Hospital as its charity for the next two years.

The hotel's team is really keen to support the hospital and we are very grateful for their support. There are many fundraising projects in the pipeline to help raise funds for Frimley Park's Stroke Appeal.

So far this has included an end of year party raising £300, an Easter egg raffle which raised £344 and a cake sale in May which generated £1,284.

The Aviator is also sponsoring one of Frimley Park's courtyard gardens off Green Street, pledging to clear, rejuvenate and provide ongoing care for the outdoor space.

Children's critical care thanks

Thanks to your support the Children's Critical Care Appeal smashed its target and raised over £250,000.

And to mark this fantastic achievement a celebratory event took place on the children's ward 24 at Wexham Park Hospital earlier this year. It was an opportunity for members of the Trust board, governors and staff to thank some of the major donors who contributed to the appeal.



Spreading the word



We have developed our own range of charity branded merchandise for you to buy – a very quick and simple way you can support your local hospitals.

From highlighter pens at just £2 to baseball caps and fleeces – all will be on sale in Frimley Park and Wexham Park hospitals and online at www.frimleyhealthcharity.org from July.

We are really excited about this new line and all proceeds will go to the Frimley Health Charity.

Get involved

To make a donation or for more information about the Frimley Health Charity and our events, please visit our website:

www.frimleyhealthcharity.org

To get in touch with the fundraising team:

01276 604642

01753 633206

or email

fhft.fundraising@nhs.net

Trust pilots new A&E standards

Frimley Health is one of 14 trusts currently taking part in a pilot of proposed new national access standards for urgent and emergency care.

The aim of the NHS review is to determine whether updating and improving the targets currently in use could better support frontline staff to deliver the highest quality care and best experience for patients.

The pilot started in May in our emergency departments (EDs) at both Frimley Park and Wexham Park hospitals.

The standards to be tested are:

- Time to initial clinical assessment
- Treatment within the first hour for critically ill and injured patients
- Total time in A&E
- Increased use of same day emergency care

After a period of testing, the NHS nationally will analyse the results before making any recommendations from the review later in the year.

The pilot is unlikely to significantly impact the way the majority of our staff work on a day to day basis and patients should not notice any changes when attending our EDs. Our focus throughout the trial will remain firmly on delivering safe, excellent, clinically appropriate patient care and experience.

Frimley Health and Care



Creating Healthier Communities

Region by region across the nation, NHS, social care and public health organisations have been working together to create health services fit for the 21st century.

Our local partnership, known as the Frimley Health and Care Integrated Care System (ICS), is transforming the way we and other organisations deliver care to our communities in East Berkshire, West Surrey and North East Hampshire. A huge amount of collective work has been completed since 2016 – for example completely changing many pathways for patients with chronic conditions to improve experience and outcomes, sharing best

practice to remove variation in care and bridging the gaps between home care, hospitals and social care.

In addition the ICS has a wide ranging prevention agenda to help us stay happier and healthier at home for longer.

Our Frimley ICS has been recognised as one of the most successful and advanced in England. Continuing this excellent work will be essential to delivering the benefits of the NHS Long Term Plan, published in January this year, with the resources we have available.

'Creating Healthier Communities' will be the strategy that drives the ICS work over

the next five years. It will be building on the current strategy and the work already completed to meet the needs of local people, aligning to the NHS Long Term Plan that was published in January 2019.

Our local HealthWatch group created a public survey that was live during May and June – thank you if you were one of the 1,500 people who took time to complete it. We now have a much clearer picture of what our communities need and want from their health and care organisations. The data will be a core part of the information we need to help build the Creating Healthier Communities strategy.

Partner organisations and their stakeholders are now using all this information to create a draft of the new strategy which will be shared more widely after the summer before it is finalised in late 2019 or early 2020.

With more people living longer with complex conditions and funding increases in the NHS expected to be below historic levels, we are needing to find new and better ways to work more closely together and look after people better.

Could you be a Frimley Health governor?

Elections begin next month to find six public governors

You don't need any special qualifications, just a passion and enthusiasm for the work of the Trust.

However you should 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 here.

From 2 August we are seeking public governors in each of the following constituencies:

- Bracknell Forest and Wokingham (two seats)
- Slough (two seats)
- Windsor and Maidenhead (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 join 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, www.fhft.nhs.uk/becomeagovernor, in due course.

For further information please contact the company secretariat on: 01276 526588 or 01276 604368 or email susanne.nelson-wehrmeyer@nhs.net

Key dates in the 2019 governor elections:

- Friday 2 August**
Notice of election/nomination open
- Monday 2 September**
Nominations deadline
- Monday 23 September**
Notice of poll published
- Thursday 17 October**
Close of election
- Friday 18 October**
Declaration of results

inTouch with your governors

Twenty two governors represent the views of members and hold the Frimley Health Board to account. Here's how you can get in touch with them:

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

Sylvia Thompson sylvia.thompson5@nhs.net

Hart and East Hampshire

Donna Brown donna.brown22@nhs.net
Jill Walker jill.walker5@nhs.net

Rushmoor

Kevin Watts kevin.watts1@nhs.net
Brian Hambleton brian.hambleton@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

Sasha Cummins sasha.cummins@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

Rod Cooper rod.cooper@nhs.net

Surrey County Council

Vacant position

Ministry of Defence

Lt Col Helen Winder helen.winder1@nhs.net

EMAIL US!



WHEN	17 September 4.30pm – 5.30pm Refreshments available	17 September 5.30pm – 7pm Health and Wellbeing Fair 7pm – 9pm Annual Members' Meeting and Health Event Refreshments from 6pm	15 October 7.30pm – 9pm Refreshments from 6.30pm	19 November 7.30pm – 9pm Refreshments from 6.30pm
WHAT	Council of Governors	Health and Wellbeing Fair Annual Members' Meeting Health Event	Health Event Constituency – South Buckinghamshire	Health Event Constituency – Rushmoor
WHO		Mrs Isabella Karat Consultant Oncoplastic Breast Surgeon 'The breast is yet to come' Followed by: Mr Jonathan Hull Consultant Orthopaedic Surgeon 'Fifteen thousand replacement joints – 25 years of orthopaedic surgery'	Mr Raman Dega and Mr Callum Clark Consultant Orthopaedic Surgeons 'Modern approaches to problems with the foot and ankle'	Mr Muddassar Hussain Consultant Urological and Robotic Surgeon 'Burning issues – urinary tract infections' Mr Ahmed Ali Consultant Urologist 'Innovations in prostate cancer diagnosis'
WHERE	Farnborough International Exhibition Centre Gate A Transport Road Farnborough GU14 6XE	Farnborough International Exhibition Centre Gate A Transport Road Farnborough GU14 6XE	The Pinewood Hotel Wexham Park Lane George Green SL3 6AP	The Village Hotel Pinehurst Road Farnborough GU14 7BF

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**

We would like to thank all venues for offering their facilities at substantially reduced rates for these meetings.

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

large
print

or



or



please contact the
Patient Advice & Liaison Office on
01276 526706