

intouch

Members' Magazine Nov 2019

Building for the future

Project manager Grace shares Heatherwood's evolution

Nursing boot camp success

Exam pass rate soars

Community bid win

Trust awarded new contract

Our future FHFT

A new strategy is born

Summer of fundraising

Your support raises thousands

Cutting carbon

Spotlight on sustainability

Welcome



I firmly believe that the NHS is our greatest national treasure and we must all do everything we can to nurture it. That means keeping true to the principle that it is there for all of us: providing care that is free and based on clinical need rather than cost.

The NHS has served us well over the past 70 years. But our needs as individuals and as a population have changed dramatically so we cannot simply carry on doing things the way we always have.

As I have written previously, in the next few years the NHS will be challenged like never before. More people are living longer with complex, often multiple, conditions. Advances in science and medicine have increased the range of what we can do for people. Yet budgets will not keep pace with the growth in demand - unless we do many things radically differently.

Our new strategy, Our Future FHFT, seeks to face some of these challenges. With extensive input from staff, our community and healthcare partners over recent months, we have created a vision for where we want to be in five years' time and how we will get there.

It was a real pleasure to publicly launch this new strategy for 2020-2025 at our Trust Annual Members' Meeting in September and to see so

many of you there to hear about it. You can read on page 4 how we will deliver our vision: 'To be a leader in health and wellbeing, delivering exceptional services for our local communities'. Now the hard work begins with our Trust colleagues and healthcare partners to discuss and agree what this will mean in practice and then implement it to make our strategy a success.

We are not waiting for a starting gun on 1 April 2020 before we begin our work, in fact much of it is under way. For example, we will soon commission our electronic patient record that will greatly improve quality and efficiency by bringing patient data together, and in the new year the 'Hospital in my Pocket' electronic observation system will allow clinicians to monitor sick patients in better and safer ways. You can read on page 11 how we recently won a bid to deliver community services in Hampshire and Surrey, enabling us to provide more services closer to people's homes and reduce hospital admissions.

Frimley Health has a long and proud history of giving excellent care to people in Hampshire, Berkshire, Surrey and Buckinghamshire. Since Frimley Park, Wexham Park and Heatherwood hospitals joined in 2014 we have delivered on an ambitious strategy to transform the quality of our services and hospital environments.

Our Future FHFT strategy will now help us to build on our past successes and give us the means to deliver the best of the NHS for many years to come.

Pradip Patel
Chairman

Appearing in this issue...



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Frimley Health
NHS Foundation Trust



On the cover

Project manager Grace Lewin talks about her role in the development of the new Heatherwood Hospital on pages 8 and 9.

Coming soon

Health Event – Hart and East Hampshire

Tuesday 10 March

Warbrook House Hotel
The Street
Eversley
Hook
RG27 0PL

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.

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Spotlight on sustainability



The threat to our daily lives from climate change and the need to become more sustainable has never before had such a high profile.

TV programmes such as Blue Planet have illustrated the need for action across all sectors and the NHS is no exception.

The NHS's footprint is about 5.4% of the whole of the UK's carbon footprint and every NHS organisation has a responsibility to take action to reduce it.

Everything we do at Frimley Health that relates to providing a service, whether it's through our activities or purchasing, contributes to our carbon footprint. This equates to about 144,000 tonnes of carbon each year.

The Trust's sustainable development management plan commits us to reducing our carbon emissions by 80% by 2050 in line with the Climate Change Act 2008.

Head of sustainability Richard Hilson said: "We all have a responsibility to take action and part of the work we do is to encourage staff to think about how they can reduce their carbon emissions in their areas of work. So we are developing training and tools to

help people make a change.

"We have also installed over 1,500 LED lights across the Trust with plans to convert a further 4,000 light fittings over the next two years, at which point over 80% of the Trust will have LED lighting.

"And we installed a new £5m combined heat and power (CHP) centre at Wexham that will cut annual CO2 emissions by 1,323 tonnes as well as bringing energy savings of £600,000 a year.

"But I'm just as excited about the other areas that are really important for us, such as transport and recycling initiatives, and getting colleagues to think about the environmental, social and economic impact of their actions."

Working with the Centre for Sustainable Healthcare, Richard and his team have introduced Green Wards workshops with six teams across Frimley Health.

The aim is to empower clinicians to try and bring about sustainable change in their day-to-day practice.

Each team has selected a project to test over three months and feed back their conclusions. A member of the Frimley Health

and Care Integrated Care System (ICS), Harriet Luximon, will also support teams during the process.

Richard added: "The impact of this could be just as significant in carbon reduction terms as the bigger projects that are resource heavy. The changes they identify could potentially be scaled up across the Trust because of common themes or inefficiencies that might emerge."

Car journeys to and from the Trust and between sites greatly impacts on our carbon footprint with patient and visitor travel making up a third of our local activity (non-supply chain) emissions. This is a shared challenge to address with our ICS partners.

Since the introduction of nine electric staff pool cars across the Trust, CO2 emissions per mile through staff travel have reduced and had a positive impact on local air quality.

Car sharing and cycle schemes for staff reduce our carbon footprint.

Recycling schemes at the Trust are helping to reduce emissions too. An initial pilot of Warp It, a reuse portal for public and third sector organisations, resulted in a saving of approximately 35 tonnes of CO2 and £37,000 in just six months. It has since been rolled out across the Trust.

And there are Trust-wide recycling schemes in place for certain medical and surgical devices such as oxygen masks and tubing.

Richard is passionate about sustainability and tries to lead by example. He cycles to and from work, often a 20-mile round trip, and three years ago decided to manage without a car.

He explained: "I hire one occasionally when I need to. Cost-wise it's probably about the same but there is a positive environmental impact and it's definitely healthier. I know it sounds hard to do but it's all about changing habits."

Our future FHFT

September heralded the launch of our new Frimley Health five-year strategy, Our future FHFT.

Staff learned of the Trust's exciting plans for the future at events across our hospitals and community sites and it was launched publicly at our Annual Members' Meeting.

Frimley Health has much to be proud of in recent years and successfully delivered the previous strategy following its formation in 2014. But we need to do things differently if we want to continue to be the best.

Our future FHFT is mindful of the very real pressures the NHS faces in terms of staff vacancies, increasing demand on services, and an ever more challenging financial environment, but reflects the aspirations of our staff to continue to deliver the highest quality of services for our patients and communities.

The five-year plan was not just developed by directors in the boardroom. We have spent the past year working with staff, patients, partners and communities to bring Our future FHFT to fruition.

It supports and mirrors the principles set out in the NHS Long Term Plan which contribute to the overall health and wellbeing of our patients, communities and people. It also acknowledges the aspirations of the Frimley Health and Care Integrated Care System (ICS) and aligns with its strategy.

Vision

To be a leader in health and wellbeing, delivering exceptional services for our local communities

This vision statement is our aspiration of what we want to achieve through Our future FHFT. It reflects our ambition to deliver

excellence when people need us, our place in the community and recognises us as a 'health service', not a 'sickness service'.

And our existing Trust values will continue to guide our work: committed to excellence, working together and facing the future.

Our future FHFT highlights six key ambitions in order to navigate the challenges ahead and deliver a successful future:



Improving quality for patients

An outstanding trust delivering the best patient outcomes, safety and experience through a culture of continuous quality improvement

For example by actively putting the patient voice first. Patients and carers will help shape and co-design our services to best suit their needs.



Supporting our people

A great place to work, supporting our people to be the best

For example by attracting the best people with fulfilling roles and exciting opportunities through the implementation of our recruitment and retention plans.



Collaborating with our partners

Leading the way in coordinating local health and care services, with more support closer to home, enabling people



Our future FHFT Our strategy 2020-2025

Committed to excellence

Working together

Facing the future

to have healthier lives by being in charge of their own health and wellbeing

For example through the delivery of integrated services around the needs of the individual, the delivery of community services and a focus on prevention and population health.



Transforming our services

Delivering excellence every day across all our services as 'One Frimley Health'

So wherever our patients and communities access our services, they will receive the same consistently high level of quality and outstanding care.



Making our money work

One of the most efficient providers of healthcare in the country

To deliver services that are fit for the future, we have to focus on our finances to ensure we get the best value. This includes exploring alternative options for the provision of high quality and effective non-clinical support services that allow

us to improve productivity and provide opportunities for future innovation.



Advancing our digital capability

Using technology and innovation to provide the latest treatments and connected care for our patients

Technology has the ability to transform healthcare. We will develop our digital and technological capabilities to enable clinical transformation delivering safe, efficient and excellent services and outcomes for our patients.

Chief executive Neil Dardis said: "We are proud of Our future FHFT and all that it aspires to achieve. We are certain it will inspire confidence in our ability to deliver exceptional services for our communities and demonstrates our commitment to our patients, people, partners and communities."

The full strategy can be downloaded from our website at www.fhft.nhs.uk/strategy where you will find more detail about our plans and ambitions. And take a look at our video featuring a number of our staff.

Our plan won't just sit on the shelf - it will be evolving and responsive - a 'living document' which will continue to be shaped as we engage with patients, staff, our communities and partners throughout the lifetime of the strategy.

For teams within Frimley Health this means that Our future FHFT will provide a framework for everything we do, shaping our decisions and day-to-day actions.

And continual engagement with our people and partners will be essential to ensure that their ideas and the patient voice are included in future developments.

Our future FHFT goes live in April 2020.

A snapshot of Frimley Health in 2025

- CQC 'outstanding' rating
- Brand new £98m Heatherwood Hospital open
- One Trust-wide electronic patient record in use
- State-of-the-art diagnostic centre at Frimley Park
- New roles and ways of working
- Providing more services in the community
- Greater commercial offering and new business opportunities
- Continuous quality improvement done the FHFT way
- Artificial intelligence and robotics changing working practice

We strike silver for investing in our people

As a result of our full Investors in People (IiP) review earlier this year, Frimley Health has achieved the Silver Investors in People award and the additional Investors in People Health & Wellbeing award.

This level of award means that assessors found a wide range of active people management practice at the Trust that was engaging and involved people. Achieving Silver status acknowledges the hard work and effort to supporting change in a vibrant health industry and in meeting the challenges posed as a large-scale NHS trust.

It is a big step up from when the Trust met Bronze level standard at its last full IiP review in 2016.

Claire Quinn, assistant director of learning

and organisational development, said:

"We are delighted to have achieved IiP Silver status which we believe is a great reflection of our increased emphasis on leadership at all levels across the organisation.

"We found the assessors' feedback really useful in highlighting what we are doing well in addition to providing insight into areas requiring further focus and development. Our accreditations last for the next three years and, in line with IiP's recommendations, we will continue to look to make improvements in people management throughout the Trust."

In the lead up to IiP's review week in June, a number of events were held including meetings with senior leaders and management, focus groups, candid one-to-one sessions and participation in a staff



survey. In their report, assessors thanked everyone for taking part and noted that everyone made a positive contribution.

When survey responses were benchmarked against other health organisations employing more than 5,000 people, Frimley Health was ranked third - a great achievement.

The assessment team reviewed the Trust against several IiP indicators of practice including leading and inspiring people, living the organisation's values and behaviours, empowering and involving people, managing performance, recognising and rewarding high performance, structuring work, building capability, delivering continuous improvement, creating sustainable success and health and wellbeing.

Inspiring more people into nursing and midwifery



Fourteen nursing ambassadors across Frimley Health are embarking on a programme of inspiring young people to choose nursing or midwifery as a career and encourage those who have left back into the professions.

The NHS aims to transform perceptions of what people understand a career in nursing and midwifery to be and to raise the status and profile of nursing.

With 40,000 nursing and midwifery vacancies across the NHS, our ambassadors are part of Nursing Now, a three-year global campaign run in collaboration with the International Council of Nurses and the World Health Organisation.

Neil Webb, safe staffing matron, said: “We want to think of different ways to inspire future generations to come into these professions and our nursing and midwifery ambassadors are at the forefront of that.

“Our ambassadors’ professional backgrounds reflect a range of nursing and midwifery roles across the Trust. All are

very inspired and enthusiastic and will bring a lot of energy to the role. This will be an opportunity for them to engage with young people in our communities and share our highly skilled career opportunities within nursing and midwifery.

“We are also looking into having some allied health professionals ambassadors as they are another healthcare profession with great career opportunities.”

The Trust is working with its partners in the Frimley Health and Care Integrated Care System (ICS) to increase awareness of the breadth of Frimley ICS career opportunities, supported by an extensive social media campaign.

The Trust’s investment in nursing and midwifery ambassadors means that each one is released from his or her day-to-day work for up to 10 days each year to fulfil their ambassador role.

They will use that time in a variety of ways, for example, visiting schools, giving career presentations to colleges

and attending careers fairs.

Ambassadors even have mini-me nursing scrub tops for children to take to primary schools to help change perceptions of traditional nursing uniforms and encourage both boys and girls into the profession.

Cardiology and stroke matron Ozma Ashiq is one of the Trust’s first nursing ambassadors. She and fellow ambassador Lisa Barbier, lead nurse for patient safety, were involved in the chief nursing officer’s summit in 2018 which included developing the role of nursing ambassadors nationally.

Ozma has already seen a number of work experience students interested in an NHS career after going to careers fairs.

“It has opened their eyes to the vast career options within nursing that they weren’t previously aware of,” she said. “It’s an exciting time in nursing especially with the national campaign taking place. I am passionate about nursing and would love to see more people embrace it as a career.”

But it is not just the younger generation that our nursing ambassadors hope to inspire. They will also be looking at ways to attract people back into nursing and midwifery and those who may be considering a career change.

Neil explained: "There are many routes into nursing and midwifery at Frimley Health. Alongside the traditional university route pre NHS employment we now also have apprenticeship pathways while working within the NHS and as a Trust we are passionate about developing our workforce to maximise their potential. For example, somebody can now start in a non-clinical role, such as a porter, and follow a career

pathway working right up to the role of a senior nurse or midwife if that's their aspiration. It's never been a more exciting time to join the NHS.

"There are people at Frimley Health now who have travelled similar career pathways. Our ambassadors will celebrate their stories and encourage more people to do the same.

"It is important to recognise that nursing and midwifery are not the poor relations to careers into medicine. Nurses and midwives are not only a caring workforce but are in their own right highly skilled individuals who are academically credible. People interested in coming into the profession will have a wealth of opportunities available to them!"

2020: International year of the nurse and midwife

Our nursing ambassadors will play a vital role in the Trust's celebrations to mark the first ever international year of the nurse and midwife in 2020, supported by the World Health Organisation. This is a unique opportunity to showcase the benefits that nursing and midwifery staff bring to the health of people in our communities. There will be many events throughout the year to celebrate the professions.



Georgia Toffolo opens the Eden Ward garden with Andrew House, director of the Frimley Health Charity. Picture credit: Sam Hood Photography

Georgia Toffolo opens community-funded hospital garden

Former I'm A Celebrity... winner Georgia Toffolo swapped the jungle for the garden in September as she opened a new outdoor space for stroke and cancer patients at Wexham Park Hospital.

Georgia, who won the ITV show in 2017 after rising to fame on Channel 4 reality show Made in Chelsea, was invited to cut the ribbon at the Slough hospital's new look Eden Ward garden.

TV doctor Amir Khan, from Channel 5 series GPs: Behind Closed Doors, unveiled a plaque, marking the opening of the garden.

The garden is a courtyard area that sits between the Eden haematology ward and the hospital's stroke rehabilitation unit. It has been transformed thanks to the generosity of the public and the business community.

Tired decking and shrubbery has been replaced by brick paving, flower and shrub

borders and a spacious cedar wood pavilion which will allow the garden to be used year-round and in all weathers.

The transformation, which was devised, planned and completed within one year, was funded entirely by donations. Local and national businesses also contributed materials and labour.

The project would otherwise have cost Frimley Health an estimated £50,000.

Complementary therapist Michele Martin, who was the driving force behind the garden transformation, said: "This fantastic garden will make a massive difference to our patients.

"We want it to be a sanctuary where people who have cancer can spend time away from the ward, either on their own or with their families and friends.

"We are incredibly grateful to everyone who helped to make this happen, from those who organised fundraising events, made generous donations or provided us with building materials, to others who physically toiled away to turn the plans into reality."



A day in the life...

Grace Lewin

Project manager for the new Heatherwood Hospital development

Projects at Frimley Health don't come much bigger than the construction of a brand new hospital.

Building work on our all-new Heatherwood Hospital in Ascot is already well under way and the facility is scheduled to open at the end of 2021.

An elective care centre, it will replace the existing Heatherwood that has stood in the Berkshire town for almost a century but had become too expensive to maintain.

The new development will safeguard hospital services in Ascot for decades to come and help to ease pressures on our two 'hot' sites - Frimley Park and Wexham Park.

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

Helping to oversee the scheme is project manager Grace Lewin, who is working to ensure progress is smooth and that work is completed on time and budget.

The Heatherwood development is the latest – and by far the biggest – project in a £250m capital investment programme at Frimley Health.

We have already spent £60m building a state-of-the-art emergency assessment centre (EAC) at Wexham Park and upgrading maternity and women's services at the site.

And we are spending another £35m on improvements to our hospitals' other buildings and environments.

Further plans are in the pipeline for a new diagnostic and inpatient facility at Frimley Park.



It's a level of investment rarely seen across the NHS.

"It's very exciting," says Grace. "The NHS doesn't often have lots of money to spend, but I am in a very privileged department where we are able to invest heavily in projects that will bring significant improvements for our patients and staff."

Contractors Kier, who worked with us on the women's services and EAC builds, broke ground on the Heatherwood development in April, on land behind the current hospital.

The four-storey building will have six operating theatres with a strong focus on orthopaedic surgery. It will have 48 inpatient beds and a range of outpatient and diagnostic facilities.

"The new Heatherwood will remain a 'cold' site, so it won't have an A&E and it will concentrate on elective surgery," says Grace.

"It will mimic the work we currently do at Heatherwood, but it will have upgraded facilities.

Grace joined Frimley Health in July 2017 as a commissioning manager in the capital projects team.

She was responsible for buying equipment and furniture for Wexham Park's £49m emergency assessment centre and its £11m upgraded women's services department.

"I absolutely loved it," she says. "I was liaising with clinical teams about how we could best use the equipment.

"It was a steep learning curve, but I was part of a great team who were very supportive."

She became a project manager in September 2018 and was tasked with overseeing delivery of the new

Heatherwood, working under major works project manager Isy Mostyn.

"I am the link between the Trust management and the contractor," says Grace.

"I ensure both sides have all the information they require so that they can come to the table and discuss things."

She works alongside capital projects colleagues Rosie Cheesman, who is commissioning manager for the project, and clerk of works David Lanigan, who conducts site checks each day.

"Isy and I started work on this build as we were finishing the EAC, and each time I came over to Heatherwood, it was very exciting. It's a very different project to the EAC and I was learning a lot of new things.

"It's a huge project, but it's a great one to be involved in.

"We have a really good working relationship with Kier and their team includes many of the people we worked with on the women's services project and all of those involved in the EAC build.

"They have all been so supportive, and what makes a project successful is the people involved."

She also works closely with other colleagues across the Trust who are working to ensure our clinical teams are ready for when the new hospital comes online. These include change manager Ruth Butterworth and Katharine Horsfall, associate director for the Heatherwood site.

"They are working closely with the clinical teams and those who will be based within the building because there will be a lot of changes to the way departments operate," says Grace.

"New patient pathways need to be worked through and implemented where possible ahead of moving into the hospital as well as operational policies that need to be established. That is an enormous job.

"I also link in closely with our IT department. We're currently concentrating on the infrastructure but as we get closer to opening we'll be looking at ensuring our various systems run smoothly and how we will iron out any potential issues that arise."

A key part of Grace's role, and one she has been particularly enjoying, has been to engage with our clinical teams to ensure they are regularly updated on the progress of the project and are able to give feedback.

"My favourite part of the job is meeting people, getting people involved and making



sure the building works for them.

"Everyone who is going to work in the new hospital needs to know what they are going to get.

"We really want to get our staff involved. They are the experts in their roles so we need them to tell us if something won't work – for instance, if a cupboard we plan to fit is the wrong size. We want to hear from everybody."

Part of this engagement work involves conducting staff tours of the construction site every Tuesday morning, and holding special events at which colleagues can see the plans and discuss furniture and equipment specifications.

"Anything that creates this much change is going to cause a degree of anxiety," says Grace. "But I find the staff I speak to about the project are very excited about it.

"Heatherwood has an enormous history going back to 1922 and when we move into the new hospital we want to find ways to reflect elements of that history. That could be through artwork, or perhaps a memory wall."

Building work remains on schedule with an average of 100 Kier staff on site each day, rising to around 300 during peak periods.

They are currently building the hospital's concrete frame and the internal walls were due to start going up this month. We hope to put the roof on by February next year and have the building watertight by spring.

Work is also starting on what will be the new hospital's main entrance in Ascot's King's Ride.

And behind the scenes, there are always issues to discuss, plans to make and decisions to take.

"I don't really have a standard day, which is one of the things I love about my job," says Grace.

"On some occasions I will spend my entire day in meetings to discuss the project, either to do with the build now or how we are going to work in the future. On other days I won't sit down at all because I'll be conducting tours for staff or on site talking to Kier about a design change.

"My role is so varied and flexible, I rarely get into the car at the end of the day and think, 'Yes, I did everything I thought I'd do today.'"

What do you enjoy most about your job?

Meeting and working with so many people, both from within the Trust and from our external partners.

What do you enjoy least about your job?

Being out on site when it is freezing and raining.





Baby loss awareness

The Trust participated in Baby Loss Awareness Week in October by displaying pink and blue lighting outside its hospital buildings, and joining an alliance of organisations and charities to raise awareness about the key issues affecting people who have experienced pregnancy or baby loss in the UK.

Now in its 17th year, Baby Loss Awareness Week calls for tangible improvements in research, care and policy around bereavement support and highlights services available for anyone affected by the death of a baby at any stage.

Both maternity units at Frimley Park and Wexham Park have dedicated pregnancy loss

midwives and facilities to support women and their families who sadly have experienced a pregnancy loss.

At the start of Baby Loss Awareness Week the Willow Suite, a new bereavement suite close to the labour ward at Wexham Park Hospital, was officially opened.

The vision for the Willow Suite was for a comforting space where families can spend time together with their babies, away from the clinical ward area. Thanks to generous donations from families and from the Frimley Health Charity, this has become a reality.

Claire Litchfield, lead midwife for pregnancy loss at Wexham Park, said: "For me it is wonderful to be able to provide such a lovely

environment for families in the darkest times. It lets families know how much we care."

Andy and Clare Ford, along with their children, joined the baby loss team at the opening event. They tragically lost their baby five years ago when the room was just a basic medical space. They wanted to do something for others in the future whose painful loss might be eased a little by changing the environment. They fundraised for a mural of a meadow which covers a whole wall in the new suite.

Clare said: "To be part of today on such a milestone was an honour, not only to represent our first born Alex but also to represent Berkshire Sands. To have been able to work with the Wexham team to provide a homely and non-clinical room for families who have to go through this tragic loss is a privilege and we hope the suite will bring a little comfort to them.

"Alex's mural wall means there will be an everlasting piece of Alex at the place where we spent time and made cherished memories with him."



Buggy stops here



Frimley Park's nippy new buggy has been a big hit with patients and visitors since it began work in June.

So far, seven volunteer drivers have given lifts to nearly 4,000 people in comfort and safety to wards and departments around the hospital

The buggy was paid for from Frimley Health charitable funds using money raised by the Frimley Park bookshop.

It operates 9am-5pm Monday to Friday from the special buggy stop at main reception.

Frimley Health chief executive Neil Dardis joined buggy drivers and bookshop volunteers in July to thank them all for their hard work.

A similar buggy operating at Wexham Park is also popular, averaging 1,420 lifts per month.

Simley Park

New trainee doctors at Frimley Park got a hands-on introduction to the hospital in a series of carefully crafted simulated scenarios.

The first ever 'Simley Park' event was an opportunity for the new starters to get to grips with the hospital's layout, guidelines, IT and processes in a realistic, safe and controlled environment.

The 'induction through simulation' day, which was designed by clinical teaching fellows Dr Lewis Hendon-John and Dr James Fisher, was held on Saturday 3 August – the final weekend of the summer before junior doctors (FY1s) started work.



Handing over to the medical registrar

Thirty out of the 42 incoming FY1s attended the event, which included 51 multidisciplinary faculty members, 18 actors and five simulation manikins.

Frimley Park is believed to be the first hospital in the country to pilot the initiative. The event had fantastic feedback – Simon Bettles, the lead for simulation at the University of Surrey, said: "This is the future of Foundation Year 1 doctors' induction. It could save lives."

EAC in the running for prestigious award

Wexham Park's emergency assessment centre was shortlisted for the 'Building Magazine Project of the year' award in the 2019 Building Awards. Winners were due to be announced on 5 November. We were up against some stiff opposition including Tottenham's new £1 billion stadium.



Wear it with pride



In August, Frimley Health joined many other NHS organisations by becoming part of the NHS rainbow badge scheme.

The rainbow badge is a symbol of inclusiveness and shows reassurance for patients who identify as lesbian, gay, bi-sexual or transgender (LGBT).

National research shows LGBT people encounter discrimination in the NHS so it was pleasing that the initiative was welcomed by Trust staff from both clinical and non-clinical backgrounds.

At the last count more than 1,100 badges had been given out to staff at events across the Trust organised by the equality and diversity team.

Hospital in my Pocket

Frimley Health plans to launch its electronic inpatient management system, Hospital in my Pocket, early next year.

The project will enable clinical colleagues to access real-time information and update patient notes and observations while on the move on mobile devices when the system is rolled out across the Trust during the first three months of 2020.

We hope this initiative will lead to better outcomes and shorter stays in hospital for our patients.

Hospital in my Pocket is the forerunner of the electronic patient record the Trust will be

implementing in the coming years. It will help staff to quickly identify deteriorating patients, sepsis and acute kidney injury (AKI) and will send alerts to key clinicians.

It will also speed up referrals, improve discharge planning, patient flow and handover.

Kevin Percival, the Trust's chief nursing information officer, said: "This will be a true 'One Frimley Health' system providing accurate, up-to-date information about patients across the organisation. With the early identification of deteriorating patients, or those at risk of sepsis or AKI, we will be able to

intervene sooner and increase our chances of achieving better outcomes for those in our care."

Hospital in my Pocket is just one of many transformation initiatives undertaken by our digital services team as part of the Trust's strategic ambition to advance our digital capability.



A successful summer of fundraising



More than £220,000 has been raised from our fundraising events throughout the summer.

Thanks to your support, many of the hospitals' charitable funds have benefited, including our major appeals for stroke care at Frimley Park and the children's sensory garden at Wexham Park.

Run Frimley raised in excess of £30,000 followed by Walk Wexham and Run Wexham events which netted more than £17,000 between them.

And by the end of an August summer's evening at Windsor Racecourse, Race Wexham had raised an incredible £78,152.

This means the new sensory garden and playground at Wexham Park Hospital can go ahead.

Designs have been created and Eibe, play equipment specialists, were selected to install the new sensory area.

Work on the playground starts this month with artificial grass, sensory and



physiotherapy equipment, an area for teenagers and a 'hobbit house' which will be used for schooling, counselling, and family time away from the ward environment.

Wexham Park's head of fundraising Anthony Kerslake, said "We are extremely excited about this project and how much it will mean to children and their families all year round."

Frimley Health Charity director Andrew House added: "We would like to thank

everyone for their fantastic support over the past few months.

"From 'The Fiver Challenge' projects at Ravenscote Junior School raising £55.60 to the grandmothers who abseiled the Spinnaker Tower raising £1,250 for the neonatal unit at Frimley Park. Also Pete Hewlett who raised an amazing £3,000 for Frimley Park's coronary care unit by cycling 100 miles having been seriously ill in hospital 18 months ago."

More than £12,400 also came in from numerous fundraisers for Wexham Park's charitable funds. These include Lucy and Matt Gardner-Smith, Anthony Lee, Indira Weaver and London Marathon runner Steven Holwell to name but a few.

"You can join these amazing people helping to raise funds for your hospital", Andrew added. "Just Giving, Virgin Money Giving and Go Fund Me are just some of the ways to set up a fundraising page to donate to and thank your chosen department.

"Or you can donate via our charity website at www.frimleyhealthcharity.org."



Stroke Appeal – help us get over the finishing line

Our Stroke Appeal has so far raised more than £950,000, leaving £120,000 to go before we reach our target.

Our vision is to provide a centre of excellence with the aim of becoming a national flagship service for stroke care. We plan to provide a quieter space for patients and their families to spend quality time away from the ward environment and

improve our patients' experience.

Dedicated rooms will also be provided for speech therapy, psychology assessments and for complementary services such as massage and hairdressing. Stroke patients can spend a long time in hospital so these services will be greatly beneficial for their recovery.

To do all this we need to raise over £1m and your ongoing support is crucial to

helping us achieve our target.

Our thanks to Frimley Health cardiac technician Gary Read who joined in with a military challenge cycling 400 miles towards the Pyrenees mountains in Spain and back, all in five days. He personally raised more than £2,350 for the Stroke Appeal.



Charity fun day for tiny babies

An event created by two local mums has once again raised thousands for Frimley Park's neonatal unit.

Our wonderful volunteers, Kirsty Jane Herbert and Louise Goudie, both had babies who spent time in the unit and wanted to thank the team that cared for them and to make a difference to other families who need neonatal services.

Following the success of their inaugural event at Warbrook House in 2018 they decided to do it all again this year at the beginning of September, this time raising



This year's event at Warbrook House

more than £4,000.

This stunning location hosted the event with over 80 stalls, pony rides and

numerous other activities for children. Afterwards Louise thanked her supporters and said the money raised would make a big difference to their local neonatal unit at Frimley Park.

The hospital's neonatal team also enjoyed the day and are continuing to raise funds to provide parents with a welcoming and comfortable environment where they can relax while remaining close to their child. If you would like to contribute to their fundraising effort please visit their JustGiving page at www.justgiving.com/campaign/FPHneonatal



Let's colour!

A year-long project involving the Frimley Health Charity and Farnborough College of Technology has come to fruition with a 14-page colouring booklet published for our patients.

Inspired by a request for colouring books, arts manager Emma Carr approached the college with a brief to design linear studies for patients to colour.

After presentations and consultations, 14 designs were submitted and a book published by the charity. The colouring books are being used in the dementia wards by the activity nurses and are proving to give patients a form of communication, engagement and

grounding. They are also being used on elderly care, cancer and pre-operative wards with more being rolled out across the Trust.

Students were invited to meet Phillipa Hooton, head of nursing medicine, and receive their own copies of the book. And in return, they each donated a pack of pens. College tutors Jane Habgood and Charlie Gould said the project really focused their students and they were proud to be part of the project.

The charity is currently looking for a sponsor to cover the cost of printing and the supply of colouring pens and pencils. The name or logo of a sponsor can be added to the book to recognise their support.

Upcoming events

- **Charity Christmas cards** are available via our website and at our pop-up shops at Frimley Park and Wexham Park hospitals
- **Christmas jumper day: Friday 13 December.** Wear one and donate £1 each to the Stroke Appeal
- **Jingle jog: Sunday 15 December** at Frimley Lodge Park – 5km event
www.frimleyhealthcharity.org/event/jingle-jog-2019
- **Film Wexham: Wednesday 5 February 2020** – special showing of Rocket Man at Pinewood Studios. Check our website for details.

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

Boot camp success for our international nurses



Their last week in boot camp and feeling confident – everyone passed!

An innovative programme is boosting exam success enabling internationally educated nurses (IENs) recruited by the Trust to gain UK registration quicker.

Nurses who have qualified in their own country but wish to work in the UK must first pass a series of tests and exams before they can be registered with the Nursing and Midwifery Council (NMC).

After passing two in their own country (the International English Language test and a computer-based training test), nurses can progress their application to the NMC.

When they arrive at Frimley Health, the last hurdle is the objective structured clinical examination (OSCE). The OSCE is designed to assess ability to competently apply professional nursing or midwifery skills and knowledge in the UK.

In the past, when arriving in the Trust, internationally educated nurses were allocated to wards and given study leave to prepare for the OSCE. The exam took place at any one of three testing centres, each one using different paperwork, which proved confusing and a barrier to exam success. Nurses were given three attempts to pass the exam, waiting eight weeks between each one, while on a limited six-month visa with time running out.

That has now changed.

Frimley Health introduced a three-week boot camp for nurses recruited from overseas. Currently based at Heatherwood Hospital, boot camp provides intensive training for IENs from across the Trust to prepare for their OSCE.

Here they learn all the different nursing skills, set by just one testing centre, that are required by the NMC. The testing centre marks exams based on the Marsden manual, described as the manual of nursing, so our IENs learn their skills 'the Marsden way'.

Since April 2018, the boot camp programme has been run by Arlene Bautista, the Trust's lead for IENs. She is supported by Joemar Plamus who himself passed through the boot camp process and now works in practice development at Frimley Health.

Arlene said: "I have found that people from different countries learn differently. Some fly quickly and others take more time but that's what makes it interesting. We facilitate the boot camp programme according to how they want to learn.

"Our nurses are from different cultures and it's great to see them supporting each other. We have people from Australia, India, Nepal, the Philippines, Jamaica, Nigeria, Kenya and more. They are all qualified nurses in their own countries - highly trained people – some have been chief nursing officers at home. They have to take a step back to

learn to practise and qualify in this country.

"And as their teacher I learn from them too. They are all qualified professional people so I don't teach them to suck eggs; I teach them the UK way."

At boot camp the initial part of the OSCE is covered in the first week – assessment, planning, implementation and evaluation for each patient. The second week covers the practical nursing skills section after which a mock exam is set. In the third week the Trust's corporate induction is covered along with any areas identified as needing further work.

The OSCE exam is taken the following Wednesday. Results are released quickly and once they pass our IENs register with the NMC and are fully qualified band five nurses.

Boot camp is a rolling programme every month meaning 12 cohorts of IENs each year involving nearly 200 in total.

And since it has been introduced the pass rate has sky-rocketed.

Once allocated to wards the Trust's IENs are supported by the practice development team, allocated mentors and put on a preceptorship programme to achieve all their competencies.

Arlene added: "My job is very hectic but so rewarding. Some of our IENs have given up everything just to get here, selling land, cars and possessions so they can qualify to work in the NHS for Frimley Health. Their loyalty, work ethic and dedication are amazing."



Learning different skills the UK way



Frimley Health wins bid for community services

Frimley Health has won its bid to provide community services to north-east Hampshire, Farnham and Surrey Heath.

As existing providers, the Trust, alongside Virgin Care Services Limited, has been awarded new contracts by local NHS commissioners to provide a package of services, worth £17m per year, to patients at home and in the community.

North East Hampshire and Farnham Clinical Commissioning Group (CCG) and Surrey Heath CCG awarded the contracts, which will run from 1 April 2020 until March 2025, with a possible extension until 2027.

The CCGs intend the contracts to strengthen collaboration between existing local health and social care partners within the Frimley Health and Care Integrated Care System. Social care, mental health

services and GPs, part of the newly formed primary care networks and existing local GP federations, will be working closer together to deliver the right care at the right time and in the right place.

Frimley Health chief executive Neil Dardis said: "I'm delighted we've won this bid to expand our provision of local community services, which is a key element of our new Trust strategy launched in September.

"Our five-year plan is all about working with our local partners to enable patients to get joined-up, quality care closer to home, as well as helping them stay out of hospital and better manage their health and wellbeing.

"The award of this contract is a vote of confidence in our ability to do this and to successfully integrate our acute services even further with GP services, community mental health services and social care. In the future, local patients can expect to see our hospital specialists working even more closely with community health and care professionals, resulting in seamless, high quality care."

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

John Lindsay john.lindsay1@nhs.net
Sarah Peacey sarah.peacey2@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

Nasar Khan nasar.khan2@nhs.net
Graham Leaver graham.leaver@nhs.net

Surrey Heath and Runnymede

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

Windsor and Maidenhead

Rod Broad rod.broad@nhs.net
Margery Thorogood margery.thorogood@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

Vacancy

Stakeholder governors:

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

Dale Birch dale.birch@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 | 10 March 2020 7.30pm – 9pm Refreshments from 6.30pm | 19 March 2020 7.30pm – 9pm Refreshments from 6.30pm | 25 March 2020 6pm – 7.30pm Refreshments available | 28 April 2020 |
|-------|--|--|---|--|
| WHAT | Health Event Constituency – Hart and East Hampshire | Governor and member forum Members from all constituencies welcome | Council of Governors | Health Event Constituency – Bracknell Forest and Wokingham |
| WHO | Mr Mark Thomas Consultant Orthopaedic Spinal Surgeon 'A modern approach to the management of back pain' | No formal presentation | | Mr Tom Poole Consultant Ophthalmic Surgeon 'Innovations in glaucoma and cataract surgery' |
| WHERE | Warbrook House Hotel The Street Eversley Hook RG27 0PL | Royal Berkshire Hotel London Road Sunninghill Ascot SL5 0PP | Postgraduate Medical Centre Wexham Park Hospital Wexham Street Slough SL2 4HL | Coppid Beech Hotel John Nike Way Bracknell RG12 8TF |

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.

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or



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