

intouch

Members' Magazine March 2020

Digital revolution

New technology transforming care

New faces

Meet your new governors

Our future FHFT

Five-year plan goes live

Ground-breaking new drug

Improving lives of CF patients

Celebrating 25 years

A quarter of a century of fundraising

Reaching new heights

Topping out Heatherwood

Committed to excellence

Working together

Facing the future

Welcome



digital programme, will soon allow clinicians to better monitor patients on mobile devices from wherever they happen to be. And we'll soon be commissioning a full electronic patient record that will revolutionise the way we manage and care for our patients.

Our wonderful new hospital at Heatherwood 'topped out' last month (see page 16) and by the end of next year it will offer NHS patients some of the best surgical, diagnostic and outpatient facilities in the country.

From April we'll formally take over the running of community services in North East Hampshire and Surrey Heath, helping us to join up care between home, the community and hospitals in a much better way.

We'll continue to nurture a culture of continuous improvement, invest in our people to create great leaders and work even more closely with colleagues across the NHS, local authorities and charity sectors to improve the health of our communities. Our joint aim will be to allow more people to stay happy and healthy in their own homes for longer.

I am delighted to announce that joining us to help make our strategy a success will be Lorna Wilkinson, our new Chief of Nursing and Midwifery. She starts with us in June from Salisbury NHS Foundation Trust and we are lucky to have someone with her experience and expertise in this key role.

So while we continue to face significant challenges, we have many reasons to feel optimistic about how we will rise to them and create a better future for health and care locally.

Pradip Patel
Chairman

Spring is finally arriving after what has seemed like a very long and stormy winter.

This is especially true for frontline NHS colleagues who have faced what sometimes feels like overwhelming demands for services over recent months. I have run out of superlatives to describe my admiration for how they remain so caring and committed. Thank you hardly seems adequate for their unerring professionalism and the personal sacrifices they consistently make so you and I can continue to receive the best the NHS has to offer.

Increasing demand for health services has been predicted for some time now. Not only are people living longer, but they are often managing one or more chronic long term conditions, which makes caring for them much more complex. We will not be able to meet this demand in future unless we invest time and resource into doing things very differently. That is what the NHS's Long Term Plan is all about and why our Trust and our healthcare partners in the Frimley Health and Care Integrated Care System have published a new strategy that will completely change the way we do things over the next five years.

Our strategy helps us to focus our time and effort on what will make a difference and transform services so they are fit for the future.

For example, 'Hospital in my Pocket', part of our

NHS
Frimley Health
NHS Foundation Trust



On the cover

Emma Pownell talks about her role as matron for clinical informatics and digital delivery on pages 8 and 9.

Coming soon

Health Event – Bracknell Forest and Wokingham

Tuesday 28 April

Coppid Beech Hotel
John Nike Way
Bracknell
RG12 8TF

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 GU16 5BR
Portsmouth Road
Frimley GU16 5BR

Spotlight on Wexham Park's frailty team



The frailty team at Wexham Park Hospital celebrated its first birthday towards the end of last year and what a year it has been.

It all began in November 2018 with just one nurse consultant and a geriatrician. Now the fully-fledged team consists of frailty practitioners, occupational therapists, junior doctors, GP liaison staff and two part-time geriatricians running the frailty unit.

Caroline Gichero, consultant nurse for older people, explained the importance of such a unit. "Our ageing population is on the rise and the prevalence of frailty is increasing, both game changers for health and social care," she said. "Acute frailty services have arisen nationwide in response to this changing demographic."

The team's main role is to identify frail and vulnerable patients early in their inpatient journey and to complete a multidisciplinary comprehensive geriatric assessment.

Caroline added: "Our ethos is to ensure we deliver the right care at the right time for each individual, recognising that hospital may not always be the best place for frailer people."

"Starting a new service can often be a challenge. We needed to raise awareness of frailty and dispel the notion that older people either need a long stay in hospital or occupational therapy and physiotherapy.

"It has been important to raise our profile so other clinical teams are aware of what we do and can make appropriate and timely referrals to us."

Looking back, Wexham's frailty team can reflect on a number of achievements since the service began over a year ago:

- A reduction in hospital admissions by seeing patients in the emergency department (ED) and acute assessment unit, providing a multidisciplinary assessment, offering community interventions, rationalising medications and completing advanced care planning where appropriate
- The completion of over 500 comprehensive geriatric assessments (CGAs) for patients, potentially avoiding 25 care home admissions
- An improvement in the use of frailty screening tools in the ED by delivering training at handovers to ensure we are in line with the NHS England frailty metrics
- Following up all patients admitted to the acute frailty unit after they have left with a phone call which has been very well received by all concerned
- Improving communication with primary care colleagues by including a CGA

section on discharge information which is sent to patients' GPs.

- Regular meetings with community partners in both east and west Berkshire and south Buckinghamshire to explore how we can improve the integration of services for our population
- Instigating home falls risk assessments to review patients' home environments and potentially reduce falls and readmissions
- A reduction in length of stay in the acute frailty unit

But the team does not intend to rest on its laurels. A number of plans are in place to improve care for the hospital's frailer patients.

These include providing a seven-day service and developing a resource pack to help all patients once they leave the unit.

Caroline said: "We also want to make some environmental changes to the unit such as having a dining area to encourage patients to socialise, take part in activities and eat together. And we want to make it a pyjama-free zone!"

An older person's short stay unit opened at Frimley Park Hospital just over two years ago and featured in your January 2018 edition of inTouch.

Appearing in this issue...



Turning the spotlight on Wexham's frailty team

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New CF drug could be a game-changer

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Celebrating nurses and midwives

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Join us at our challenge events in May and June

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Heatherwood tops out

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

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Dozens of Frimley Park's cystic fibrosis patients benefit from ground-breaking new drug

A life-extending drug for cystic fibrosis, newly available on the NHS, has been prescribed to 71 patients at Frimley Park Hospital. This new medication is now available to half of the 140 adult patients at hospital's specialist cystic fibrosis (CF) unit.

Patients at the unit have described the 'disease-modifying' drug Symkevi, which treats the underlying cause of the disease, as a potentially life-changing treatment.

Consultant chest physician Dr Alex Highton, who runs the adult clinic, said: "It's wonderful. Our patients are all really excited. For the first time my team and I have been able to do something that treats the actual disease, not just the complications that result from it.

"We've seen patients coming back to clinic after a few weeks on the drug who feel dramatically better, less breathless and have more energy. One patient feels so much better that she has decided to come off the

transplant waiting list. For younger patients in particular, this could be a real game changer, offering the promise of a more normal life."

The unit is one of only 21 specialist adult clinics in England, with the nearest other ones being in Southampton, London and Oxford. In October last year, NHS England reached a deal with drug manufacturer Vertex Pharmaceuticals to enable patients to access the expensive new drug – and it was made available to the NHS 30 days later.

Dr Highton added: "We were, I believe, the first specialist clinic nationally to see every one of our patients who was eligible for it. "We had advance notice this was coming and arranged dedicated weekend clinics to assess all our eligible patients in clinic to ensure it was safe to prescribe, as soon as possible."

Cystic fibrosis is a life-shortening genetic condition that can cause fatal lung damage. Symkevi can slow decline in lung function



Dr Alex Highton (right) with fellow CF consultant Dr Chris Orchard

and reduces breathing difficulties.

The treatment does not work for all patients with cystic fibrosis – only those with specific genetic mutations. It is estimated about half of the 10,000 cystic fibrosis patients in the UK will benefit from Symkevi, Orkambi and Ivacaftor which were made available on the NHS as part of the deal. At present, only about half of those with the condition live to the age of 32.

The patient

CF patient Olivia Simmonds, 23, is a first aid trainer for St John Ambulance and is based in Reading. She explains what being prescribed Symkevi means to her.

"Symkevi was a long time coming", she says.

"The campaigning had been going on for so long, I wasn't holding my breath. I'd been told for five years there was going to be something around the corner. So it was really exciting when it was announced we were going to get Symkevi – it's 100 per cent the biggest thing to happen in cystic fibrosis care since I was born.

"Now I'm on Symkevi I have so much more energy than I had before.

"There's no way I'd have been able to go back into full-time work without it – I'd had about seven weeks off work with related infections and abscesses and was really weakened. It's meant the world to me,

keeping up a busy, active job. The worst symptoms were my breathing and I was very tight-chested. I have to talk all day for work and it's much easier now.

"I'm generally feeling so much better in myself – I've lots more energy and I'm not coughing at night, which is massive for me. I was not sleeping well at night at all because of the coughing.

"Something which is even more amazing is that I've regained my sense of smell, which I'd totally lost due to chronic sinusitis. It came back just a few weeks in. I'd forgotten how much I'd missed it – I really enjoying cooking, making stew and peeling garlic. I've never been so happy to smell garlic!

"I've grown up expecting to live a shortened life. It's now exciting to think I might live a long, full life and maybe get married and have children. The drug really has exceeded my expectations – it's a life changer.

"I've had fantastic care from Frimley Park Hospital. They have been absolutely outstanding in getting us access to this drug.

"From bulletin boards, I've heard there are still people waiting for this drug and won't get it for months in various parts of the country."



Olivia Simmonds

Frimley Health marks the first International Year of the Nurse and the Midwife



Chief People Officer, Prerana Issar with Neil Webb on her recent visit to Frimley Park

The Trust is among many organisations worldwide that will be raising the profile of these professions throughout 2020; the first ever International Year of the Nurse and the Midwife.

Designated by the World Health Organisation in Florence Nightingale's bicentennial year, we will be reflecting on the skills, commitment and expert clinical care our nurses and midwives bring to Frimley Health and the impact they have on the lives of our communities.

And because our nurses and midwives work closely with their allied health professional colleagues (AHPs) such as physiotherapists and occupational therapists, they are being included too.

Safe staffing matron Neil Webb is coordinating with colleagues across the Trust on a range of celebratory and educational activities. He explained: "This year is a fantastic opportunity to say thank you to our highly skilled professionals, to showcase their talent and expertise and, not least, to promote the vast array of careers within nursing and midwifery."

Frimley Health has signed up to Nursing Now's Nightingale Challenge. Nursing Now is a campaign to improve health globally by raising the status and profile of nursing. Its purpose is to help develop the next generation of young nurses and midwives as leaders, practitioners and advocates in health.

By participating in the challenge, Frimley Health pledges to provide leadership and development training for a cohort of nurses and midwives aged 35 and under during 2020, as well as share learning and best practice with our international partners.

Members may have read about the work of the Trust's nursing and midwifery ambassadors in the last edition of inTouch. They will play a significant role through their visits to schools and colleges in promoting the professions and career opportunities.

Ambassadors will also link in with the Trust's Taste of Frimley and Taste of Wexham events later this year, at which local sixth form students can learn about an array of careers in the NHS.

We will be boosting our social media activity by featuring Frimley Health staff showcasing why they chose their particular career, and linking with partner organisations to celebrate the International Year of the Nurse and the Midwife across social media platforms.

Frimley Health is truly a global employer, being fortunate to have nurses and midwives from across the world caring for patients at all our hospitals and in our communities.

To celebrate this we plan to produce a map highlighting where our staff originate from which can be displayed on our website and in public areas across the Trust.

Other events in the pipeline include competitions, pop-up events, collaborations with our military partners and other trusts, alongside promoting educational opportunities available through the Nursing Now campaign and our own clinical education and learning and organisational development teams.

On a visit to Frimley Park in February, Prerana Issar, NHS England's Chief People Officer, joined Neil in a celebratory photo to highlight the campaign.

Neil added: "We are aiming to create a buzz around Frimley Health throughout 2020 with both our staff and patients to celebrate the excellent work we do as a profession, working collectively alongside our allied health professionals with a single goal – to deliver excellent care for our patients."

Meet your new Frimley Health governors

Six public governors and one staff governor were elected to the Trust's Council of Governors following elections towards the end of last year.

Three of the seven were re-elected. John Lindsay remains to represent Bracknell Forest and Wokingham, Graham Leaver continues his governor role for Slough and Rod Broad was selected to represent Windsor and Maidenhead.

We are therefore delighted to introduce your four new governors who join them on the 22-strong team. Their details, taken from information supplied by candidates for their election statements, are published here along with their photographs.

Public constituency – Bracknell Forest and Wokingham

Sarah Peacey



Sarah has been continuously involved with Frimley Health since 2015, firstly as a stakeholder governor providing extra support to the Trust for the new Heatherwood Hospital and then working on the board assurance framework.

A former local councillor, she has experience of working with community services and the CCG which provided an understanding of patient need and experience, the Trust and the integrated care system.

Sarah cares deeply about Frimley Health, care quality and public representation, and believes she has the skills and knowledge to ask the right questions about the transformation of the Trust and the ICS and the enthusiasm and energy to represent you.

Public constituency – Slough

Nasar Khan



Nasar is from the information technology sector having been a computer programmer and lecturer at a corporate level.

He is also a volunteer at Wexham Park, driving the buggy that transports patients and visitors to and from wards. It is primarily this experience that influenced his decision to get more involved within Frimley Health.

Nasar has lived and worked in many different countries and worked on diverse technology projects. He appreciates the excellent services Frimley Health provides and will do his best to ensure the Trust conducts itself in a way that is consistent with the needs of the communities it serves.

Public constituency – Windsor and Maidenhead

Margery Thorogood



Margery has a long-term interest in healthcare and the NHS.

She says that Frimley Health's hospitals are recognised as having made very good progress with improved patient care and enhanced staff morale but there are further challenges to consider, for instance those facing health and social care, mental health, and maintaining good practice.

Margery is a founding member of the Save Heatherwood Hospital group and an active campaigner focusing on different community interests.

As a former advisory teacher specialising in special education needs and disability (SEND), Margery has wide-ranging experience in proactive engagement within the education community. She has extensive committee experience spanning 14 years.

Staff constituency – Wexham Park Hospital

Dr David Maudgil



David has a longstanding connection with Frimley Health. He has been a consultant at Wexham Park and Heatherwood hospitals since 2003, director of radiology from 2010 – 2016 and is now the lead for interventional radiology.

Over the years he has made multiple connections with staff and patients at the Trust and at other local hospitals which has taught him how to effectively engage with senior management and other stakeholders.

He commits to actively engage with the Council of Governors to ensure the Trust not only listens to its employees but responds to their ideas to build a better service and workplace.



New garden a treat for the senses

Our younger patients at Wexham Park can have fun outdoors thanks to a new purpose-built sensory garden and play area.

Located outside ward 24, the garden was officially opened on 19 December by Father Christmas and a young helper who was a former patient on the children's ward.

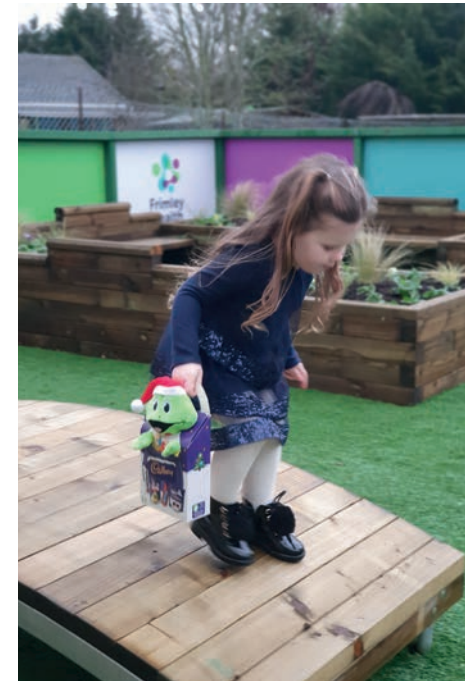
The bright new space includes seating areas, a sports wall, play and physiotherapy equipment, all designed to help patients in our care. An outdoor therapy zone includes raised planting, chimes and artificial grass so children can have physiotherapy in the fresh air, weather permitting.



And a star feature is the hobbit house that can be used for small parties, breakout time, counselling and even schooling.

Senior matron for paediatrics Ros Rushworth said: "The children and families are going to have such fun... staff too! The area offers so much joy and distraction and now gives children a sense of normality and comfort at what can be a distressing time for them and their parents. The ward here at Wexham saw 5,000 inpatients and 10,000 in our paediatric assessment unit last year, so this is such a great improvement and a real asset for the Trust."

Emma Carr, arts and creative health



manager for the Frimley Health Charity, originally created a proposal for the garden over a year ago as the former play area was in desperate need of a complete overhaul.

She said: "We worked on it with the ward team to bring together our ideas and designs for a space that would meet many expectations. And then the fundraising began in earnest. We decided to hold our annual Race Wexham event in aid of the garden and thanks to amazing support both on the day and afterwards from local businesses, staff, patients and their families, we exceeded our target of £75,000.

"I want to thank all our supporters for making this possible – it's just brilliant to see it come to life."

The sensory garden project was supported and funded by: Barratt David Wilson Homes, Buxted Construction Ltd, Robert Dales Building Services Ltd, Pinetrees Nurseries and ward funding.



A day in the life... Emma Pownall

Matron for clinical informatics and digital delivery

Frimley Health has embarked on a digital revolution.

We are investing millions of pounds in state-of-the-art technology that will transform the way we work and further improve the experience of the people we care for.

We're making important upgrades to our back office IT, applications and telephone network, but the changes will be most apparent at the sharp end of patient care.

Incoming systems will help our clinicians to share information more easily, identify deteriorating patients faster and make potentially lifesaving interventions even more swiftly.

At the heart of this digital transformation – a key aim of our five-year Our Future FHFT strategy that we shared last autumn – is the electronic patient record (EPR) that will replace many of our current clinical IT systems.

It will give our doctors and nurses instant access to the full medical records of patients across all sites and specialties at Frimley Health, helping us to provide faster diagnoses and treatments.

Emma Pownall, our matron for clinical informatics and digital delivery, has a key role in bridging the gap between clinicians, staff and patients and our digital services team to ensure that the implementation of



the EPR will be clinically led.

But in recent months she has been focused on another project – one that will make clinicians on mobile devices a familiar sight on our wards.

Electronic Hospital in my Pocket (e-HiP) will transform the way we record and respond to our clinical observations of patients.

Currently, observations such as blood pressure and blood oxygen saturation levels are manually noted.

But with e-HiP, most of this information is automatically uploaded to our systems and becomes immediately accessible via both desktop computers and new mobile devices carried by our clinical teams. It puts the latest patient data at our doctors' and nurses' fingertips and gives them more time for bedside care.

Emma says: "These devices will automatically determine whether a patient is stable or deteriorating, according to a nationally recognised early warning score.

"If they are deteriorating, escalation pathways will automatically alert the appropriate clinician, whether that's the nurse in charge, a junior doctor or the rapid response team. They can then work out how best to treat that patient."

The system will also provide an early alert if

a patient is at risk of developing sepsis, a serious condition in which the immune system overreacts to an infection or injury and attacks the body's own organs and tissues. Without prompt treatment it has the potential to be fatal.

But the ability to provide electronic observations is only one of the benefits e-HiP is bringing to the Trust.

Emma says: "It will help with the handover between staff when shifts change.

"Clinical information for each patient will be automatically updated ready for the next shift coming in, so the whole process will be incredibly smooth.

"And it will provide a bed management function too, allowing us to see in real time which beds are available in our hospitals so we can decide how best to move each patient and ensure they are being cared for in the right place."

Emma has been playing an important role in ensuring e-HiP works exactly how we need it to. Similar systems are used successfully at other hospitals in England but the requirements of each trust can differ.

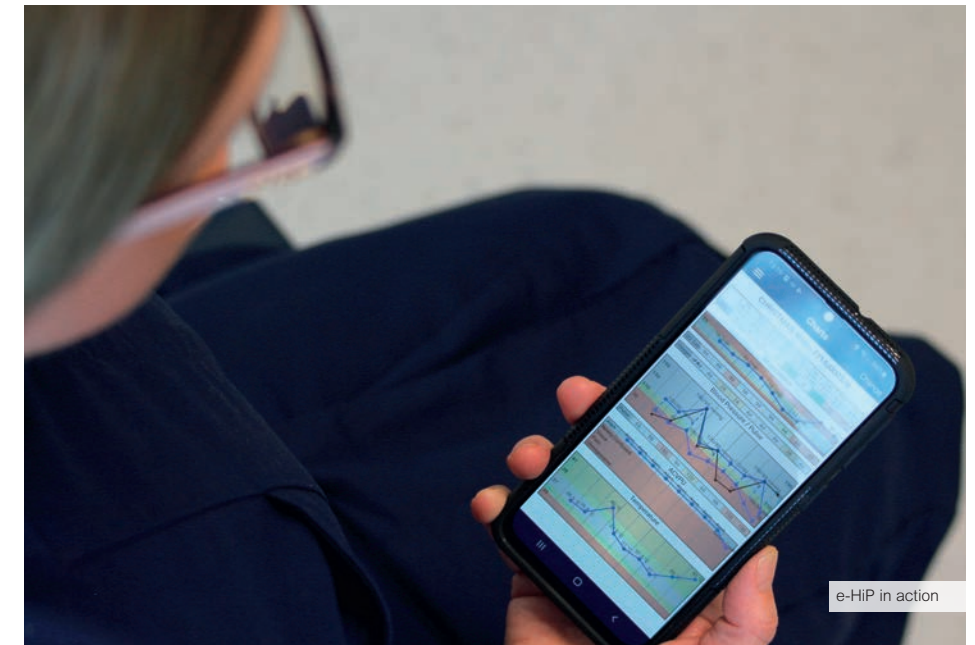
"We have been looking at how e-HiP will fit into Frimley Health NHS Foundation Trust and making sure it is configured and customised so FHFT staff can use it effectively for our patients," she says.

"That means engaging with clinicians and other project stakeholders to ensure the software is going to do what we want it to do."

Part of that engagement has involved organising demonstrations, workshops and testing sessions, and attending staff study days and nursing inductions to prepare colleagues for the changes.

"This is the biggest digital transformation at Frimley Health for a long time, perhaps ever," says Emma.

"The response has been really good and people are really impressed with how the system works. However, we need to make sure that everybody is engaged and



prepared for this digital era.

"That's where the clinical informatics and digital delivery team comes in. We want to make sure that all staff are engaged and know we can support them through this implementation."

Emma began her current role in August 2019 and it's the latest step in a nursing career that began at Sherwood Forest Hospitals in Nottinghamshire in 2000.

Starting in trauma and orthopaedics, she progressed to become an advanced clinical practitioner and worked alongside junior doctors to assess patients awaiting surgery.

She moved to Frimley Health in 2015 as a project integration manager and helped to standardise our processes following the

coming together of the Frimley Park and Heatherwood and Wexham Park trusts the previous year.

And it's at Frimley Health, championing our digital advancement, that she wants to remain.

A mother to twin 21-month-old girls, Emma lives with her daughters and her partner in Sandhurst, Berkshire. She is enrolled on a digital leadership programme run by the Frimley Health and Care Integrated Care System and is also studying for a postgraduate certificate in healthcare innovations.

"There's so much more that we can do to enable our workforce to become more digitally aware, supporting them and making sure they know about the various digital career pathways," says Emma.

"Frimley is my local trust and looks after my family and friends – why wouldn't I want to stay and help to make it the best it can be?"

What do you enjoy most about your job?

Getting out and engaging with clinicians, finding out what they want from the system and how we will be able to support them.

What do you enjoy least about your job?

The length of time it takes to roll out these digital advancements. It's very exciting but there's a lot of work involved in ensuring we get it right.



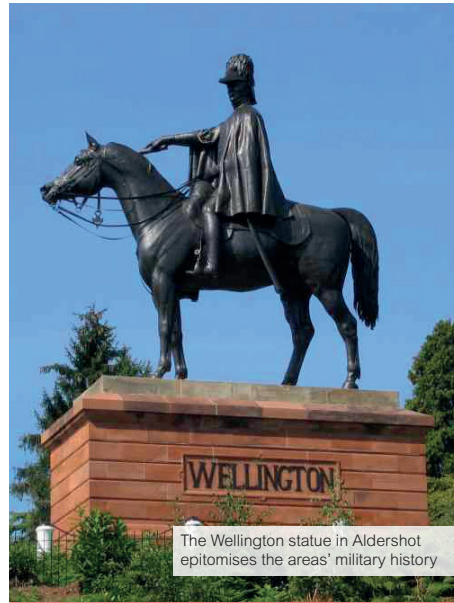
Emma explains the technology to a colleague

Your communities

Our new feature in your InTouch focuses on the constituencies that make up our Foundation Trust, giving you an insight into the communities and the Trust governors who represent them. Here we feature two of our biggest constituencies – Rushmoor in Hampshire and Slough, Berkshire.

Rushmoor

Rushmoor has strong links with military and aviation history, through its two main Hampshire towns of Aldershot and Farnborough. Aldershot has been known as the Home of the British Army since Victorian times, and Farnborough's pioneers of powered flight created a legacy that includes Farnborough International Airshow.



Aldershot's large garrison and military connections have dominated the town's culture for nearly 200 years, although much of the garrison has been redeveloped into civilian housing in recent years. Its Army links have led to families from across the country settling in the area and more recently former Gurkha soldiers and their families have chosen to make Rushmoor their home. In fact, the 6,131-strong Nepalese community in Rushmoor represents the highest proportion of Nepalese in any local authority in England and Wales, according to the 2011 census.

It is an area of great contrasts economically. Although its population is relatively wealthy, it includes some of the most deprived areas in the country alongside some of the least deprived.

Interesting fact: The first sustained powered flight in the UK was made by US-born showman and inventor Samuel Cody on Farnborough Common in October 1908.

Governors representing Rushmoor

Kevin Watts

Kevin has been a governor for nearly six years – the longest permitted term in Frimley Health's constitution – and has spent more than 40 years at what he calls the healthcare 'coalface'. He has used this experience to support the running of such a large NHS trust as Frimley Health. He says: "I have focused on the patient experience, and how we as an organisation can better that experience, at all levels. As my tenure comes to an end, I look back with a sense of pride in our achievements over this time."



Brian Hambleton

Brian has 37 years' NHS experience at all levels and in voluntary organisations, local secondary school governance and service on local authority committees. He says being elected public governor for Rushmoor has sharpened his awareness of advances in service provision and the pressures faced by the NHS. "We hold the board to account through membership of joint interlocking committees, scrutinising and challenging decisions taken by the board, participate in senior appointments and acknowledge that through these aims and activities we represent the public."



Foundation Trust membership in Rushmoor:

Population aged over 16 (eligible to be members): 94,710

People/percentage who are members: 2,838 (3%)

Slough

Slough has one of the most ethnically diverse populations in the United Kingdom, which is a consequence of its location and its history. It has attracted people from across the country and the world since the 1920s due to industries and businesses thriving from its transports links and proximity to London.

It has the highest concentration of UK headquarters of global companies (including Lego, DHL and Burger King) outside the capital and the famous Slough Trading Estate is the largest industrial estate in single ownership in Europe, comprising 400 businesses which support 17,000 jobs. It also has an impressive 42 parks and open spaces.



Slough is home to large populations of Indian, Pakistani and Polish people and it has the highest percentage of Muslim and Hindu residents in the south-east of England.

Interesting fact: In the 1960s, Gerry Anderson based his film company in Slough and his Supermarionation series, including Thunderbirds, was filmed there.

Governors representing Slough

Nasar Khan

Nasar lives in Slough and volunteers as a buggy driver at Wexham Park Hospital. He has a background in IT and has lived and worked in many countries and across the UK. He says:



"The best thing about being a governor is actually feeling that you are in a position to try to do some good - you are among fellow governors whom you can learn from, share with, and introduce to new ideas to make a difference to Frimley Health for the better."

Graham Leaver

Graham has lived and worked in Slough for 45 years and his involvement in local government has helped him contribute to the management of the Trust during his five years as a governor.



During that time, he has expanded his knowledge of the complexities of managing three hospitals sites and other patient services across a wide area. He adds: "On a personal note my experience as a patient at Wexham Park in late 2018 and the first half of 2019 has helped me to understand and react to day-to-day matters when acting as a governor."

Foundation Trust membership in Slough:

Population aged over 16 (eligible to be members): 145,195

People/percentage who are members: 1,718 (1.18%)

Planning a healthier future

Our local partnership, the Frimley Health and Care Integrated Care System (ICS), has published its new five-year strategy, Creating Healthier Communities.

It is aligned to the principles set out in the NHS Long Term Plan and, like the Trust's own five-year plan, Our future FHFT, it centres around six strategic ambitions on which the ICS will focus and deliver over the next five years.

Overall it is rooted in the health and care needs of the local population.

A great deal of work has been carried out to inform the strategy – you may have read about some of it in earlier editions of inTouch.

A community panel has been set up – an online panel of over 1,500 local residents representing people who live in Ascot, Bracknell, Farnham, Maidenhead, north-east Hampshire, Slough, Surrey Heath and Windsor.

The panel helps the ICS to gather views from a representative section of our community to understand your needs and experiences when planning and improving health and care.

And to articulate what the ICS has developed, pop-up events will be organised which aim to share what has been done to develop the five-year strategy and tell local people and our staff about the shared ambition for the system.



Aside from the new strategy our ICS has launched a new website to support local women and families on their journey from family planning to parenthood.

The Frimley Health and Care maternity site – www.frimleyhealthandcare.org.uk/maternity - provides people across the area with a 'one-stop shop' for all the resources and information they might need.

Local women helped midwives and doctors to design and test the site to ensure it has the right information, is focussed on a woman's maternity journey and is presented in a simple and accessible way.

Emma Luhr, director of midwifery at Frimley Health NHS Foundation Trust, said: "I am pleased and proud to announce the launch of this new website for women, their families

and other health professionals to access information about the services we offer.

"It is a fantastic resource that is the result of women and health professionals working together and it enables women to access both our services and also important information about pregnancy, childbirth and the postnatal period."

You can view the 'Creating Healthier Communities' strategy on the ICS website, www.frimleyhealthandcare.org.uk. And if you would like to help shape your local health and care services, visit the 'Get involved' section of the website.

Frimley Health and Care



Enhancing patient care for 25 years

The Frimley Health Charity is celebrating a quarter of a century of fundraising.

Before rebranding to its current name, both the charity at Frimley Park and the Heatherwood and Wexham Park Hospitals' charity were set up in 1995 before merging in 2015. However, fundraising took place even earlier at our hospitals.

A number of appeals and fundraising for wards and departments have brought in more than £22 million over the years, funding equipment, staff training and improving environments for staff and patients, far in excess of the NHS budget.

The largest appeal so far has been the ambitious Breast Care Appeal at Frimley Park which raised almost £1.1 million.

Creative health continues to be a focus for the charity. Encompassing gardens and the arts, both are acknowledged to have a significant impact on the health and wellbeing of patients and staff. You can read more about our new children's sensory garden on page 7



The charity team

and the latest organ donation memorial on page 18.

Director of the Frimley Health Charity Andrew House said: "It is people who make a charity successful. So on the occasion of our 25th year I want to say a huge thank you to our staff, volunteers, and all our supporters from both inside and outside the Trust, whether individual fundraisers, wards, companies, or community groups, for everything they do to help us improve patients' lives at our hospitals."

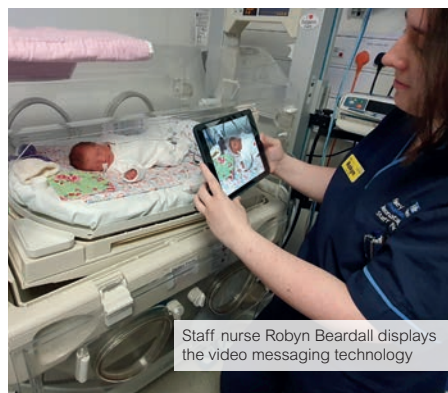
Happy Mother's Day

The neonatal team at Frimley Park is celebrating a second year of its secure video messaging technology funded by the charity.

VCreate is an NHS trusted secure video messaging service that allows neonatal nurses to send video updates to parents when they are unable to be with their babies in the unit. It provides reassurance at a worrying time and is available to access via email, 24 hours a day. Parents have remarked that it makes the painful separation from their babies more bearable.

With donations from the neonatal charity 'Little Stars', the unit is able to provide the service free of charge to all parents – it would normally cost £3,000 a year.

In its first year of operation, more than



Staff nurse Robyn Beardall displays the video messaging technology

400 parents have had access to the technology and the neonatal team has had a very positive response to it from both parents and staff.

You can donate to our Little Stars charity: <https://www.justgiving.com/campaign/FPHneonatal>

Need a challenge?

Join us at our events and help raise more funds for your local hospital.

Walk Wexham Saturday 2 May

A five-mile walk held in partnership with Slough Rotary Club starting in Upton Court Park, Slough.



Run Frimley Sunday 3 May

Once again being held in aid of the Stroke Appeal, Run Frimley events include a 10km road race and 2.5km fun run, both starting and finishing at Frimley Park. There is chip timing for all participants and everyone will receive a finishing medal. Fancy dress strongly encouraged – this year's theme is your favourite Disney character. Lots of prizes for both top runners and best fancy dress.



Run Wexham Sunday 28 June

Run Wexham includes 10km and 5km events with chip timing, along with a 1km fun run that starts and finishes before the longer races. Prizes and trophies will be awarded to the top finishers and every runner gets a medal.

You can find out more details and register for all of the above events at

www.frimleyhealthcharity.org

Lottery luck

In its first year, the Frimley Health Charity lottery has been able to contribute nearly £90,000 to charitable funds.

And it has generated two £10,000 prize winners and 15 winners of £1,000 each. Prizes are paid from the lottery's insurance scheme, not from charitable funds.

One player, Sue Kirk, from Fareham, said: "I had forgotten about my lottery numbers so when I won £5 one week and £1,000 the next I was delighted!"

"When I signed up in 2018 I was regularly in and out of hospital with my mother and the teams on the wards were all so supportive. On one visit I met a member of the fundraising team who told me about the hospital charity, specifically the lottery. I wanted to do something to support the hospital so signed up for two lines.



Fundraising officer Kirsty North (right) presents Mrs Kirk with her winning cheque

"I'm now going to suggest some of my family and friends sign up to support the hospital in this way too."

To widen the impact of the lottery the charity can now support other areas such as breast cancer research. We would like to bring the recruitment of new players in-house and are looking for volunteers to help us. If you are interested in volunteering, or know someone who might be, please get in touch. By reducing our costs we can do even more to help patients.

Photography exhibitions

New photography exhibits adorn the walls at Frimley Park and Wexham Park hospitals.

The ear, nose and throat (ENT) team at Frimley Park raised funds to establish an art competition in memory of former colleague Mohan Radja, who died prematurely in 2018. Entries were received from staff across the hospital depicting the theme 'Joy' and a panel including Mr Radja's wife selected six images to exhibit within the ENT department. The display was unveiled in January.



Emma Carr officially opens the photography exhibit at Wexham



Winning ENT photo by Sudhagar Pandian at Frimley Park

And at Wexham Park 14 photos were selected from competition entries to brighten up the corridor leading to the intensive care unit. The aim of the competition, initiated by Tiina Tamm, consultant in intensive care and anaesthetics, was to transform the formerly plain corridor into a space filled with colour and provide a better environment for families waiting for news of their loved ones.

Breast research and support (BRAs) appeal

BRAS Breast Research And Support

Following the highly successful Breast Care Appeal at Frimley Park, the hospital's breast care team is raising money to enable it to carry out research into breast cancer and has initiated a new appeal – BRAs.

Its aim is to finance a researcher to enable the service to join future studies.

Consultant breast surgeon Raouf Daoud explained: "The helix on the last letter of our logo represents DNA which is the true face and future of treatment for breast cancer which affects one in eight women.

"We look forward to the day when we can genetically influence the cancer cell by simply turning off its 'drivers'."

To support the campaign visit: <https://www.justgiving.com/campaign/bras>

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 telephone numbers to change

We are ringing the changes to our public-facing phone lines, making it easier for patients and the public to call us.

From this spring, all departments will start adopting new numbers beginning with 0300 before eventually phasing out area codes such as 01753 and 01276.

The changes are part of our upgrade to a more reliable Trust-wide telephone system.

Digital services project manager Simon Orme said: "Over many years the Trust has



established a large quantity of numbers containing the areas codes 01753, 01344, 01276 or 01252.

"In many cases there are multiple contact numbers for a single operational area and the numbering system has become unwieldy. All this means our patients and other callers are finding it increasingly difficult to reach their intended person or department. We recognise this has a significant impact on patient experience which we aim to improve with our planned new numbering system."

The Trust plans to migrate to the new 0300 numbers from April/May this year. From this time, people calling the old numbers will automatically be put through to the correct destination. And for certain key areas, people will hear a message informing them of the new number and about the withdrawal of the old one.

Old numbers will continue to work until we see call traffic has moved to the new 0300 numbers. The Trust's website will also be updated in due course.

Make rheum for our new podcast!

The rheumatology team at Frimley Park has found a new way to share information with patients: podcasts.

Staff teamed up with Radio Frimley Park to record a pilot episode about rheumatoid arthritis hoping it would be the first in a series. The first episode featured rheumatology nurse specialist Rosealeen Killick, fellow nurse specialist Jeanette Cameron and rheumatology consultant Dr Mark Lloyd.

It was made available to patients via Twitter.

Rosealeen said: "Our patient leaflets are good, but we thought it would be good to have a different way of delivering information.

"We want to do a collection of short podcasts about drugs, different conditions and self-management strategies that we can offer to patients."



Since the pilot, two further podcasts have been released, the latest of which has been listened to in 26 countries.

The podcasts are available via Twitter. Just search for @RadioRheum.

IBS webinar

Frimley Health dietitians have helped to create a new webinar for patients with irritable bowel syndrome (IBS).

The service – a Frimley Health and Care Integrated Care System initiative – provides information and advice that helps people with IBS to manage their condition without necessarily needing a hospital appointment.

Patients are given access to the webinar after first visiting their GP and once other conditions have been ruled out. They can view it in their own time.

Dietitians from Frimley Park and King Edward VII hospitals provide dietary advice as well as details about self-referring to a dietitian if symptoms don't improve. Previously, patients would have to see a gastroenterologist in hospital before being referred to a dietitian. The webinar also includes information about making a self-referral to mental health services.



Members of the OT team

OT Week improves community partnerships

The occupational therapy and physiotherapy teams at Wexham Park marked Occupational Therapy (OT) Week in November by hosting a special event for community colleagues.

More than 70 people joined a networking lunch that took place in the hospital's rehabilitation department. It was attended by community staff from east Berkshire and south Buckinghamshire.

Providers' services can sometimes overlap

so the lunch was an opportunity to discuss how to eliminate the duplication of assessments and help teams to complement each other and improve the patient pathway.

The hospital and community teams had the opportunity to host a round table discussion about their service.

The occupational therapy team also marked OT Week with information stands in the main entrances at Wexham Park and Heatherwood.

Baby Friendly Frimley

Frimley Park has maintained its top status as part of Unicef's Baby Friendly Initiative.

The initiative run by the United Nations' children's charity supports breastfeeding and parent-infant relationships by working with public services to improve standards of care.

Frimley Park's maternity and neonatal teams underwent a comprehensive reassessment last year. This included a review of guidelines, the information provided for women and their families, and staff training. Assessors also spoke directly to women about their experience at Frimley.



As a result, the hospital maintained its stage three status – the highest level achievable under the initiative.

Wexham Park currently holds stage one status and is working towards stage two.

Our first Chief Operating Officer

Dan Bradbury has joined Frimley Health as the Trust's first Chief Operating Officer (COO) and is responsible for the day-to-day delivery of services across all our sites.

The new executive position was created to help us build on our past successes and face the future as 'One Frimley Health'.

Previously, the Trust had two separate directors of operations – one responsible for Frimley Park and one responsible for

Heatherwood and Wexham Park.

Dan, who was previously COO at Epsom and St Helier University Hospitals NHS Trust, served in the Army for 20 years before being selected for the NHS Executive Fast Track programme.

He joined our board of directors in October.

Dan said: "Frimley Health is highly regarded within the NHS and I'm excited to have the opportunity to work with such a fantastic team.

"However, we know we are not immune to the pressures affecting the health service nationally, such as ever-increasing demand, an ageing population and constrained resources, so I am keen to understand the local challenges and support our teams in continuing to provide high quality care."

Dan is married to a practising emergency medicine consultant – who is also the COO at another acute trust – and has three children. He lives in southern Oxfordshire.

‘Topping out’ at Heatherwood



CEO Neil Dardis with Martin Reilly



Building progress

Hospital bosses and contractors celebrated the completion of the main structure of a new hospital building that will provide state-of-the-art NHS services to patients in Berkshire and beyond.

A ‘topping out’ ceremony took place in the new £98m Heatherwood Hospital that is being built by Kier for Frimley Health in Ascot.

The celebration, attended by builders, contractors and healthcare partners, marked a major milestone in the project with the main structure completed barely a year since work began.

The new NHS hospital will provide six top-of-the-range operating theatres, a range of outpatient services and up-to-date diagnostics in a superb new building set into woodland.

Ascot has been home to a hospital at Heatherwood for almost a century, but with ageing facilities and a growing need for investment, its long-term future was in doubt as recently as five years ago.

Our ambitious plan has seen a new building at the back of the current hospital site take shape while existing services stay fully operational. Services are on track to transfer to the new building next year and the Trust aims to double the number of patients visiting Heatherwood each year to 168,000 over the next decade.

Frimley Health chief executive Neil Dardis said: “Our board gave the green light just a year ago and it is remarkable how much progress has been made since then. Kier are doing a fantastic job.

“It is so exciting to reach this milestone and

to have the completion of the new hospital in sight. It will be among the best of its kind in the NHS and we will finally have the facilities that our fantastic Heatherwood teams and the patients they care for deserve.”

The new hospital will include:

- Six operating theatres
- 48 inpatient beds plus 24 day case cubicles
- General surgery, antenatal, paediatric and physiotherapy services
- One-stop clinics, including breast and urology
- Enhanced cardiology diagnostics
- Orthopaedics
- Private patient facilities

Martin Reilly, operations director for Kier Regional Building Southern, said: “We always look to leave a lasting legacy in areas in which we build. Working collaboratively with Frimley Health NHS Foundation Trust, we have engaged with the local community throughout

this project as well as providing training opportunities for those who are considering a career within the built environment.”

Representatives from Frimley Health and Kier, architects BDP, project managers, construction consultants Potter Raper, planning consultants Vail Williams and local healthcare partners attended the ceremony.

A symbolic brick was laid at the top of the new building and Martin Reilly presented Neil Dardis with an engraved trowel.

Sean Woodhead, architect associate for architects BDP, said: “Like the healthcare that will be on offer in the new Heatherwood Hospital, we have taken a holistic approach to designing both the masterplan and the hospital, ensuring wellbeing is at its heart for generations to come.

“Reaching the construction’s highest point has given us a real sense of the hospital’s connection with its stunning natural setting and the benefits that it will bring for patients, staff and visitors alike.”



Design view of the new Heatherwood's interior

Frimley Health recognised as Quality Data Provider



From left, clinical data manager Maggie Kuzmanovska, orthopaedic data administrator Felicity Hawkins, quality lead Emily Foster, orthopaedic data administrator Stewart Wise and consultant orthopaedic surgeon Andrew Perry

Frimley Health NHS Foundation Trust has been recognised for the high quality data we provide about joint replacement surgery.

The Trust has been named as a National Joint Registry (NJR) Quality Data Provider after successfully completing a national programme of local data audits.

The NJR monitors the performance of hip, knee, ankle, elbow and shoulder joint replacement operations to improve clinical outcomes for the benefit of patients, clinicians and industry.

The registry collects high quality orthopaedic data in order to provide evidence to support patient safety, standards in quality of care, and overall cost effectiveness in joint replacement surgery.

The NJR Quality Data Provider certificate scheme was introduced to offer trusts a blueprint for reaching high quality standards relating to patient safety and reward those that have met registry targets.

In order to achieve the award, hospitals must meet six ambitious targets during the audit period 2017/18. One of the targets is compliance with the NJR’s mandatory national audit aimed at assessing data completeness and quality within the registry.

The NJR Data Quality Audit investigates the accurate number of joint replacement procedures submitted to the registry compared to the number carried out and recorded in the local hospital patient administration system. The audit ensures that the NJR is collecting and reporting upon the most complete, accurate data possible across all hospital trusts performing joint replacement operations, including Frimley Health.

NJR targets also include having a high level of patients consenting for their details to be included in the registry and for demonstrating timely responses to any alerts issued by the NJR in relation to potential patient safety concerns, if necessary.

Alison Szweczyk, interim director of nursing and quality at Frimley Health, said: “Improving patient safety is of the utmost importance and something all staff take very seriously. We fully support the National Joint Registry’s work in facilitating improvement in clinical outcomes and governance for the benefit of joint replacement patients and we’re delighted to be awarded as an NJR Quality Data Provider.”

National Joint Registry medical director Tim Wilton said: “Congratulations to colleagues at Frimley Health. The Quality Data Provider Award demonstrates the high standards being met towards ensuring compliance with the NJR and is often a reflection of strong departmental efforts to achieve such status.

“Registry data now provides an important source of evidence for regulators, such as the Care Quality Commission, to inform their judgements about services, as well as being a fundamental driver to inform improved quality of care for patients.”

School's 'gift of life' memorial



Kristian, Ollie and Natasha with their artwork

Artwork highlighting the importance of organ donation has been unveiled at Wexham Park Hospital.

The permanent display is a result of a collaboration between Frimley Health and students at Burnham Grammar School who designed and created each piece to celebrate and give thanks to those who have donated organs and saved the lives of others at the hospital.

Sixth form students Kristian Ulan, Ollie Daily and Natasha Carter took on the project earlier last year as part of their curriculum to raise awareness of organ donation at the school.

At the unveiling, art tutor Mrs Garner said: "I found the project exciting and was very proud, both personally and as a head of department, to be part of something so important. Students really started to respond when the head of organ donation came

in and they began to see it no longer as a project, but a real live brief."

The memorial artwork honours the true significance of organ donation. The pieces created show how fragile life can be and how it can be given as a selfless gift to another. Students' ideas for their pieces came following a presentation by the Trust's organ donation team.

Arts and creative health manager Emma Carr said: "This was an excellent community project with such an enthusiastic school. Organ donation specialist nurse Leigh Ferris and ITU consultant Tiina Tamm visited the art department to inspire their work and we worked with the tutor to guide the students' designs.

"The importance of organ donation was ultimately raised through the whole school – at assemblies and through the school's and charity's social media platforms. And all

students had the opportunity to vote for their favourite piece."

Students are pictured above alongside their artwork:

Kristian Ulan: 'Pureness of the heart'

Ollie Daily: 'Wish and a hope'

Natasha Carter: 'Ripples'

Natasha, creator of 'Ripples', remarked: "The organ donation project gave me a sense of achievement at being able to create an art piece that means a lot to all of the people involved. The fact that it will spread awareness and hopefully change lives means a great deal to me. I am honoured to have been a part of this."

Emma added: "On behalf of our staff and families, we would like to say thank you to all involved and wish you all the best in your future studies and your support for organ donation."

Our future FHFT

It's a matter of days before our new Frimley Health strategy goes live.

It comes into effect on 1 April and will support our decision-making for the next five years. But since it was first launched in September we have not been standing still.

Each department and directorate has been working through what the strategy means for them and identifying their own goals to achieve our vision – to be a leader in health and wellbeing, delivering exceptional services for our communities – and our core ambitions.

To further raise awareness, staff, patients and visitors to our hospitals will see several large posters adorning corridors across the Trust, highlighting our strategic aims.

We have appointed a new director of quality improvement who will be the driver behind our work to deliver the best patient care, experience and outcomes. And we have set

up an artificial intelligence working group seeking to identify areas that would benefit from this kind of technology.

We have also introduced the CEO Change Challenge, a new 'Dragons' Den'-style scheme where staff can win a share of £150,000 to fund their ideas for innovation to help improve patient and staff experience.

We hope it will really boost morale among teams by putting them in charge and giving them the authority and money they need to really transform things for their teams and our patients – both of which are key ambitions of our strategy.

Step by step we will be working towards our vision of what Frimley Health will look like in 2025:

- An overall CQC rating of 'outstanding', meaning our patients and communities will receive the highest quality care by one of the safest trusts in the country
- Our new Heatherwood Hospital open
- One Trust-wide electronic patient record – by having a truly connected patient record we will be able to improve safety and enhance the overall experience for patients



- A state-of-the-art diagnostic centre at Frimley Park
- New roles and ways of working to match the demand in our services and attract the best people – making Frimley Health the best place to work
- Providing more services in the community meaning our patients will experience fewer hospital visits and admissions
- Using technologies like artificial intelligence for faster and more accurate diagnosis and a new generation of robotic surgical equipment

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

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

South Buckinghamshire

Paul Henry paul.henry6@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

David Maudgil dmaudgil@nhs.net

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

Edward Hawkins edward.hawkins@nhs.net

Ministry of Defence

Lt Col Helen Winder helen.winder1@nhs.net

EMAIL US!

WHEN	25 March 6pm – 7.30pm Refreshments available	28 April 7.30pm – 9pm Refreshments from 6.30pm	19 May 5pm – 6pm Refreshments available	19 May 7.30pm – 9pm Refreshments from 6.30pm	16 June 7.30pm – 9pm Refreshments from 6.30pm	7 July 7.30pm – 9pm Refreshments from 6.30pm
WHAT	Council of Governors	Health Event Constituency – Bracknell Forest and Wokingham	Council of Governors	Health Event Constituency - Rushmoor	Health Event Constituency - Surrey Heath & Runnymede	Health Event Constituency - Windsor and Maidenhead
WHO		Mr Tom Poole Consultant Ophthalmic Surgeon 'Innovations in glaucoma and cataract surgery'		Mr David Jonathan Consultant ENT Surgeon 'From ear to eternity – three decades of treating hearing loss'	Mr Philip Rosell Consultant Orthopaedic Surgeon 'A back to front view of the shoulder – a modern perspective of shoulder surgery'	Mr Andrew Perry Consultant Orthopaedic Surgeon 'Charlie's story: how hope flows from tragedy'
WHERE	Postgraduate Medical Centre Wexham Park Hospital Wexham Street Slough SL2 4HL	Coppid Beech Hotel John Nike Way Bracknell RG12 8TF	The Village Hotel Pinehurst Road Farnborough GU14 7BF	The Village Hotel Pinehurst Road Farnborough GU14 7BF	Frimley Hall Hotel Lime Avenue Camberley GU15 2BG	Royal Berkshire Hotel London Road Sunninghill SL5 0PP

Members and non-members are welcome to attend as many of these public meetings as they would like, not just the meetings in their constituency.

If you have any suggestions about future meetings, please do not hesitate to contact **Sarah Waldron on 01276 526801 or email sarah.waldron@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