

# intouch

Members' Magazine December 2020

## Robo-ops

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## Pulling together

Support for hospitals  
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Committed to excellence

Working together

Facing the future

# Welcome back



It has been a while since I last wrote to you and so much has happened since then. I am very pleased we have restarted inTouch magazine, as I know how much you look forward to reading it. I hope this edition gives you just a small flavour of the incredible and monumental events at Frimley Health recently.

2020 has been a very difficult and challenging year, at a personal level, at a family level and at society level. Recent positive news about vaccines gives us cause for optimism, so let's hope and pray that by summer we'll be through the worst and we can all get back to some kind of normality.

I'm sure you will agree with me that we owe huge thanks to all our NHS people, who have risen brilliantly to the challenge of looking after us all. It wasn't just our Covid patients they cared for as all our emergency and maternity services continued throughout the period from March onwards. And since July, the whole Trust has been working flat out to restore normal services and manage a backlog of patients waiting for their care. We can be especially proud that our Frimley Health teams have focused on all the critical conditions and I am really pleased that for cancer treatment, we are the best in the country. Our people have been simply heroic, and put our patients before their own lives. Sadly we lost two colleagues to Covid-19 and this has been really painful for all of us in Frimley Health. Our thoughts and prayers remain with their families.

If truth be known, we can never thank our people enough for all that they have done for us.

I also want to thank you, our members of the public, for your support, kindness and generosity. The Thursday evening claps, when we stood on our doorsteps to applaud everyone carrying on during those difficult weeks, were greatly inspirational and motivational for our people – just knowing they were appreciated. You also donated money and we were flooded with food and gifts that genuinely meant so much to our staff. You, too, have been heroic, and I want to put on record my sincere thanks for all that you have done to help and support us during this very difficult time.

I am sorry to say that the next few months will continue to be difficult. Winter pressures, increasing numbers of Covid patients and maintaining all our services will stretch us to our limits. But I also have no doubt that together we are stronger and with your help and support we will get through the coming weeks and months.

Until then I would like to ask three things of you:

Firstly, please bear with us if, on occasion, the service you receive is not as good as you and we would like.

Secondly, please give feedback when we get things right – that is hugely motivational for our people.

Thirdly, please continue giving us constructive feedback when we haven't delivered good care or experience to you as this will help us learn and do better in future.

Finally, I would like to wish you and your families a very merry Christmas. I hope with God's grace you all stay safe and well and when Christmas comes celebrate and enjoy it with your family and friends in a safe way.

I have said many times before that together we are stronger and I know we will help and support each other in any and every way we can to navigate the challenges that lie ahead.

**Pradip Patel**  
Chairman

**NHS**

**Frimley Health**  
NHS Foundation Trust



## On the cover

Consultant colorectal surgeon Henry Tilney and his team herald a new era in robotic surgery at Frimley Health. Read more on page 4

## Coming soon

While live Health Events are postponed due to the coronavirus pandemic please keep checking your emails and the Frimley Health website for details of our forthcoming virtual events.

[www.fhft.nhs.uk](http://www.fhft.nhs.uk)

## 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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## Appearing in this issue...



Incredible support from the community

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Surgeon shares his moving Covid story

Pages 10 and 11



Charity launches new Dementia Appeal

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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':  
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# Meet your new Frimley Health governors

**F**our public governors and two staff governors were elected to the Trust's Council of Governors following recent elections.

Paul Henry was re-elected to continue representing South Buckinghamshire.

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

## Public constituency – Rest of England

Jill Wakefield



Having spent six years as a patient governor of Moorfields Eye Hospital, Jill wishes to continue to contribute to the success of another NHS trust nearer to home. She believes her previous experience will help her to represent patients and support the work of the Trust.

Jill has a particular interest in the children's wards and the important transition period when teenagers transfer to adult wards and clinics.

Pre-pandemic, Jill had experience both as a volunteer at Heatherwood Hospital and as a patient at Frimley Park. In return she looks forward to contributing by understanding patients' problems and communicating their views and needs.

Jill is committed to quality service provision and will work hard for Frimley Health's patients, members, staff and the Trust as a whole.

## Public constituency – Surrey Heath and Runnymede

Ann Smith



Ann has a background in healthcare practice and leadership as well as biomedical teaching and research. Now retired, her career includes 28 years in the NHS in the field of stem cell transplantation for patients with haematological cancers, and subsequently as a consultant clinical scientist when she was accountable for the strategic, operational and regulatory management of a busy therapeutic stem cell transplantation laboratory.

With first-hand experience of the ethos of foundation trusts, their governance, obligations and aims with regard to serving local and wider communities, she is keen to remain involved in another capacity.

Ann has always enjoyed working as part of a team to address issues and achieve objectives in the context of healthcare. She considers it a privilege to serve as a governor at such an excellent, dynamic and forward thinking trust as Frimley Health.

## Public constituency – Windsor and Maidenhead

Robin Wood



## Staff constituency – Frimley Park Hospital

Udesh Naidoo



Udesh has been a consultant at Frimley Park since 2004 and was a staff governor for a three-year term from 2014 when he gained a good insight into the workings of the Trust.

He describes himself as an approachable individual and would like to convey the staff mandate at governor meetings and ensure that the opinions of staff are listened to at board level for the safe and effective running of the Trust.

He has no personal agenda other than to see the Trust grow from strength to strength and continue to be held in very high regard at national and international level.

## Staff constituency – Heatherwood and community hospitals

Michael Ellis



Michael is an assistant director of human resources at Frimley Health NHS Foundation Trust.

# A new era in robotic surgery

**F**rimley Health is one of the first hospital trusts in the UK to pioneer a new form of robotic surgery that will help to transform care for hundreds of patients.

The state-of-the-art Versius robot can be used for a wide range of keyhole procedures, including complex cancer cases.

Its flexibility gives surgeons greater access to the surgical site than would previously have been possible, and by creating a smaller entry wound it reduces the risk of infection and enables patients to recover from their operations more quickly.

Frimley Health, which is already a well-established surgical robotics centre, is the first UK trust to use Versius in urology, as well as in colorectal surgery. It has performed a range of procedures, including the treatment of kidney and bowel cancers and inflammatory bowel disease.

The robot is portable and can be moved between operating theatres and even the three main hospital sites.

Consultant colorectal surgeon Henry Tilney said: "The introduction of Versius is a major step forward for surgical robotics at Frimley Health and will enable us to offer the benefits of minimal access surgery, which include greater precision, faster recovery times and reduced risk of infection and post-surgery complications, to hundreds more people."

Chief executive Neil Dardis added: "The



Versius enables us to make sure Frimley Health remains at the forefront of care, both nationally and internationally, providing the latest technology for the benefit of our patients. This is core to our ambition of providing the best possible care for the people and communities we serve."

Mark Slack, chief medical officer at Cambridge-based CMR Surgical, which developed Versius, said: "In designing Versius our goal was to provide a versatile, portable and cost-effective surgical robotic system that

could transform the field of minimal access surgery. The introduction of Versius at Frimley Health does just that, and crucially at a time when patients, surgeons and hospitals are facing unexpected health and economic challenges."

Frimley Health is one of four early adopters of Versius in the UK, including NHS Lothian's Western General Hospital in Edinburgh, Milton Keynes University Hospital NHS Trust and Manchester University NHS Foundation Trust's Manchester Royal Infirmary.

## Changing places

**D**uring the fight against coronavirus at Frimley Health, several staff and teams redeployed to different roles to support patients and their colleagues.

The family liaison team at Wexham Park Hospital was set up in response to the Covid-19 outbreak. They were a group of six specialist nurses with a background in critical care who came together as a new team to provide telephone support and information to families with a loved one

being treated in intensive care (ICU).

Having a loved one in ICU is an extremely worrying time for families. Necessary restrictions on visiting the hospital only increased the worry and anxiety that families felt. While ICU staff were busy looking after patients, the family liaison team was able to provide support and daily information which we know families found comforting and reassuring. It also made a real difference to staff who were not able to provide their usual level of family care.

The family liaison nurses were able to offer much more than just clinical information – they were also a listening ear and emotional support to family members who were self-isolating.

Dr Tiina Tam, consultant in intensive care and anaesthetics at Wexham Park, said: "During this difficult time, families always expressed their gratitude to our family liaison team for keeping them up to date and providing support. It demonstrated how important it is to have dedicated, well-trained people responsible for family communication during critical care admissions.

"I believe the service they provided was exceptional and unique in the NHS. They did such a great job, and it would have been tough without their support."

When they are no longer needed, the family liaison team will go back to their everyday jobs as specialist nurses for organ donation.



# Our Covid heroes



**M**any people have described NHS and other key workers as the heroes of the coronavirus pandemic. And we think our staff at Frimley Health are no exception.

Everyone made fantastic efforts to redeploy and scale up our services in a very short time at the start of the first wave which meant that the NHS locally was not overwhelmed. Staff showed exemplary professionalism and courage in facing up to the pandemic and continued to provide the very best care to our patients.

In recent months we reinstated our Values into Practice (ViP) awards to formally recognise members of the Frimley Health team who have shown exceptional dedication to our shared Trust values: committed to excellence, working together and facing the future.

And we were overwhelmed with a record number of nominations from staff and members of the public wishing to acknowledge outstanding service to the Trust. After careful deliberation by our board of directors, eight overall winners were selected and presented with their awards during board meetings in July and September.

## July ViP winners

### Diane Dodsworth, head of nursing, critical care

Di showed exceptional leadership during a surge in Covid-19 patients and made calm and rational decisions under severe pressure.

### Jaime Dean, senior sister

Senior sister Jaime Dean was nominated by a patient who was blown away by her can-do attitude and positive outlook during challenging times.

### Gareth Roberts, chief of service for medicine and consultant in respiratory medicine

Gareth was an integral member of the team during the Covid pandemic and helped steer the Trust through the busiest period in its history.

### Subodh Tote, consultant in critical care

Subodh led on the redesigning of our services and pathways during Covid-19

to make sure our patients and staff remained safe.

## September ViP winners

### Tara Donohoe, senior sister, coronary care unit (CCU)

Tara was praised by staff for leading the CCU team with dedication and expertise during Covid. She treated all staff with a great deal of kindness and support, while working many extra hours herself.

### Kayla Van-Heerden, senior community occupational therapist

Despite shielding during Covid, Kayla remained a highly active member of the community team. Her determination and initiative led to a new virtual clinic specialist role that continues to provide a better service for our patients.

### Clint Stimson, ward volunteer

Colleagues nominated Clint Stimson for his enthusiasm and friendly presence for staff and patients at a tough time. He is a real asset to the F9 team.

### Vicky Gentry, infection prevention and control nurse consultant

Vicky plays a critical role as lead for infection control. She worked tirelessly, seven days a week to support colleagues during rapid change. Her calm, clear advice was a constant reassurance for colleagues and patients over a worrying period.



Diane Dodsworth



Jaime Dean



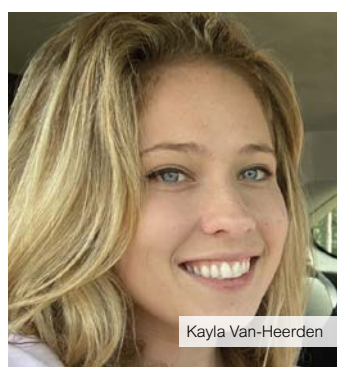
Gareth Roberts



Subodh Tote



Tara Donohoe



Kayla Van-Heerden



Clint Stimson



Vicky Gentry



# Project Wingman takes off

**S**taff on the front line of our fight against coronavirus were helped to unwind thanks to some first-class support from airline crews.

Healthcare workers and support staff at Frimley Health were treated to a 'first class lounge' experience by cabin crew and pilots who had been furloughed or made redundant during the first wave of the global health pandemic.

The crews, working as part of a national programme called Project Wingman, visited

hospitals across the country.

In May they set up lounges at both Frimley Park and Wexham Park hospitals.

Open seven days a week, they provided environments where hospital staff could unwind and de-stress before, during or after shifts by chatting to crewmembers or musing over a glossy magazine while enjoying a cup of tea or coffee.

Former Captain Stephanie Bloxidge, Project Wingman team leader at Frimley Park, said at the time: "There are a lot of furloughed airline

staff at the moment, so we thought 'Why not create a nice space for the NHS staff during this time?'

"It's a nice escape for them. They can be looked after and it's a rare opportunity to be served a cup of tea by a pilot or cabin crew and not talk about Covid for 10 minutes while they have a break."

The Trust was extremely grateful to Project Wingman for providing these relaxing spaces in our hospitals for staff. The buzz that they created was incredible.

They complemented the additional work by the Trust to look after staff during these challenging times. This included providing a 24/7 helpline that staff can call for psychological, wellbeing or pastoral support, and a dedicated staff wellbeing team.

Frimley Health also produced guidance for managers about how they could support the psychological wellbeing of staff and provided links to a range of appropriate external organisations and resources, including wellbeing apps.

Project Wingman ended its run at Frimley Health at the beginning of August and we're pleased to report that former Captain Stephanie now works in human resources at the Trust.





# Earl and Countess deliver meals to NHS



**T**heir Royal Highnesses The Earl and Countess of Wessex visited Frimley Park Hospital in June to deliver meals made for NHS staff by generous volunteers.

The Earl and Countess, who live at nearby Bagshot Park, arrived at lunchtime with a batch of 50 meals from London Irish Rugby Club, where Their Royal Highnesses had joined volunteers to prepare the day's food.

The club's players and staff, together with other volunteers, had been preparing and delivering meals to NHS staff at a number of hospitals, including Frimley Park, for

several weeks as they responded to the Covid-19 pandemic. More than 50,000 meals were delivered.

The meals delivered by the royal couple were then distributed to staff in the physiotherapy department as well as other areas.

The Countess was also at Frimley Park in April when she joined volunteers from the Army's neighbouring Cadet Training Centre in packing more than 100 bags with fruit, vegetables, coffee and treats.

She then helped transport them to the

hospital's education centre and presented them to grateful hospital staff.

In all, the Countess spent more than two hours working alongside Trust and military volunteers.

The Countess is colonel-in-chief and patron of the QARANC Association, which supports past and serving members of the Queen Alexandra Royal Army Nursing Corps. Some corps personnel are based at Frimley Park as part of the Ministry of Defence's Joint Hospital Group (South East).



# Community support pours in during coronavirus

The Covid-19 pandemic is the biggest challenge the NHS has faced, but the kindness demonstrated by local businesses, organisations and individuals has shown that we really are all in this together

## Scrubs Glorious Scrubs



**E**leven-year-old Noah Evans, son of radio DJ Chris Evans, spent 28 nights camping in a homemade den in his garden to raise funds for much-needed hospital scrubs during the first wave of the pandemic.

With support from his famous dad – host of the Virgin Radio breakfast show – and the rest of his family, Noah raised an astounding

£1.3m for Scrubs Glorious Scrubs, a voluntary sewing collaborative based in Ascot.

The money raised was used to buy over 100,000 metres of Noah's specially made rainbow fabric which was designed by Tessa Semple, former head of design at Liberty London.

The fabric was then expertly made into scrubs

by 'scrub hubs' across Berkshire before being sent out to our hospitals where they were worn by staff on the frontline.

Noah didn't always have an easy time sleeping in his den. He was cuddling up with five hot water bottles at one point, and one morning woke up to find he'd had a rather unwelcome visitor in the night – a tick that had attached itself just under his eye.

Despite all this Noah said he enjoyed the challenge and has even spent a few nights in the den since.

Noah paid a visit to the Scrubs Glorious Scrubs headquarters in June, accompanied by dad Chris, mum Tasha and younger brother Eli, to receive the first batch of rainbow scrubs and meet some of the awesome seamstresses who had helped to make this all possible.

He said: "It's all these little things that have made this go to infinity and beyond!"

## Tom Kerridge: 'Meals for Marlow'

**A**t the beginning of the pandemic celebrity chef Tom Kerridge's pubs and kitchens were closed in the national lockdown.

But it didn't take him long to come up with a brilliant initiative to help key

workers – 'Meals for Marlow'.

Tom had the idea after seeing a tweet from a member of staff at Wexham Park Hospital.

He said: "Everyone was stockpiling food and staff were working 16 to 18-hour shifts so when they got to the supermarket there was

nothing there, it was closed or they were just too tired to cook."

Tom decided to use his kitchens to provide home cooked ready-meals, including main meals, desserts and drinks for the staff at Frimley Health, as well as other frontline workers in Marlow and the surrounding area.

On 1 May, Tom and his team came to drop off a very special delivery of the meals to our team at Wexham Park, and proudly presented the 25,000th meal of the scheme to Mary Virtue, our ICU matron. He took the time to thank staff for their hard work before stopping for photos.

Over the course of lockdown the Meals for Marlow scheme provided more than 21,000 delicious meals for Trust staff which were diligently handed out by a team of volunteers daily.





## Ascot Racecourse racks up 1,400 volunteer hours for Frimley Health



**B**etween April and July a team of 26 volunteers transported Frimley Health staff and equipment across the region in 10 BMW cars loaned to the Trust.

Collectively the volunteers, comprising staff from Ascot Racecourse, Bet with Ascot and Carpe Diem Executive Cars, clocked up more than 1,400 volunteer hours.

In recognition of their efforts and great camaraderie, the racecourse named the 4.45pm race at its King George Day (25 July) meeting the Frimley Health NHS Foundation Trust Ascot Volunteer

Drivers Nursery Handicap Stakes.

Alongside the transport, Ascot Racecourse also donated lunches, afternoon teas and mocktails

to the Trust to help with 'Project Wingman', an initiative in which furloughed and former airline staff created "first class lounges" in our hospitals where staff could relax - read more on page 6.



## Local Lily raises £1,200 for frontline staff

**L**ily Johnson, 7, raised £1,200 to buy care packages and a hamper for staff at Frimley Park Hospital.

The care packages contained hand cream and lip balms because she was concerned about staff suffering dry and sore skin caused by frequent handwashing and wearing PPE.

She raised the money by washing cars and baking cakes and said: "I like baking. I made chocolate and vanilla cakes. I sold them to some of my friends, Mummy's friends and the neighbourhood. I am really pleased."

In less than three weeks Lily, from Farnborough, sold more than 200 cakes and cleaned ten cars, raising £1,218.19 and smashing her original target of £100. She used the money to buy 300 lip balms,



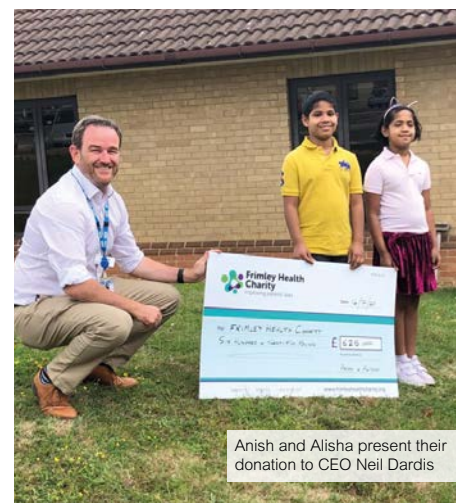
456 hand creams and 48 hand sanitisers to gift to key workers on the front line.

Andrew House, director of Frimley Health Charity, was on hand to receive the care packages from Lily. He said: "Lily is a star and a perfect example of the wonderful community support that has lifted the spirits of staff at Frimley Park Hospital."

## Covid nurse's twins hit the high notes

**T**wins Anish and Alisha Mandal decided to celebrate their ninth birthday a little differently after their mum – a senior nurse at Wexham Park Hospital – fell seriously ill with Covid-19.

Saheli Das, a senior sister in theatres and recovery, spent eight days recovering at Wexham Park. When she went home the children suggested a street party so they could play their instruments and put on a performance to raise money for the NHS.



Anish and Alisha, affectionately known as 'Little Jelly' and 'Little Jam', performed a mini concert at the end of their drive, playing the piano and violin to neighbours to raise money for their 'awe-inspiring NHS hero' mum.

Alisha said: "When my mum was admitted to hospital, we were very muddled and anxious about what would happen to her. Myself and my bro came up with the bright idea of fundraising for the NHS. Many families in our neighbourhood clapped for us which made us overjoyed. We think our mum is awe-inspiring and is one of the NHS heroes".

The twins raised £625 and insisted their donation go directly to the theatres department where their mum works, to pay tribute to her and to thank hospital staff for all of their hard work during the coronavirus pandemic.

# My Covid story...

# Andrew Perry

A consultant orthopaedic surgeon speaks of his experience during the first wave of the coronavirus pandemic



**M**any of us in years to come will have a Covid story.

For many, sadly, it will be a story of loss and grief – all too many will have lost loved ones during this period. For others it will be a story of hardship and anxiety as their businesses built over many years are so badly affected by lockdowns. For some

there will be stories of their isolation, how they coped and made the most of their time during those months of 2020. And for others there will be inspirational stories of hope and determination.

My story begins back in 2017, when the 'coronavirus' was just a common cold and a 'pandemic' was a topic for Hollywood.

It may actually, in fact, have started a few years before that but I will come to that later.

On 6 November 2017, I was sat in the intensive therapy unit (ITU) by the bed where my son Charlie was ventilated and on life support. He had an inherited metabolic condition that we were unaware



of and had become desperately ill very quickly over the preceding 24 hours.

I remember, vividly, sitting there, holding his hand, praying for him, as the staff of the ITU worked tirelessly to diagnose what was wrong, liaising with other specialists and scanning centres, adjusting settings on syringe pumps and ventilators, monitoring and readjusting to keep his organs running.

For me, as a doctor working at the same hospital, I am so used to being on the 'other side' but here I was most definitely just being Dad. This was not my department. I do bones, knees and hips. I don't know about ITU. It's not my area. But I do have this overwhelming memory of the ITU staff just caring for Charlie. One of those staff on the night shift did not stop for 10 hours. She just kept going.

Fast forward to April 2020 and as part of Frimley Park's response to the coronavirus crisis many of us have changed our work patterns. We are working in parts of the hospital and with departments that would not normally be part of our regular day job.

I find myself attached to the same ITU department that looked after Charlie. That member of staff who looked after Charlie is now my trainer and she guides me through the essentials of ITU handover and how to work a ventilator. She still has that same caring attitude and work ethic in the face of the tsunami coming our way.

Later that morning I find myself by the bed where Charlie was cared for. In some ways



this should be just so hard; I am very aware that this was where he lay. Now there is a Covid patient lying there. The same skill and care that Charlie received is being given again and will continue to be given time and again. Despite all the PPE there are no complaints. Just simply very talented, sacrificial people going about their jobs, giving their all to the people in their care.

A few minutes later we are by another bed and my mind goes back a few more years to when I had laid there in that bed. Perhaps this is where the story really should start, I now realise. I had collapsed while out on a run on a blisteringly hot day, after a day of knee replacement operations with almost certainly far too little fluid intake. I was very unwell, massively

dehydrated with kidneys struggling to work. Tubes and wires everywhere and machines with lines and numbers measuring all my vital organs.

My wife, Rosie, was by my side, stroking my hand and praying for me. But of course, the ITU staff were there. They quietly and confidently worked away, talking to us, encouraging us and making sure that we knew they 'had this' and they did indeed. A few days later I was on the mend and back home with Rosie and the children.

This ITU and more importantly the staff who work there does seem to have punctuated my adult life. So, if I may, I ask that you remember at this time especially, the team who work in our intensive care departments. They are extraordinary people with extraordinary skills. They truly are life savers.

But I would also ask that you remember the relatives and patients in our ITUs at the moment. There is a significant difference between my experiences of ITU and those who are patients there now. I had Rosie next to me. Charlie had both of us there. For the Covid patients, no relatives are present. That must be so hard, for both the patient and their relatives. So the ITU staff are doing that job as well. They are acting as family, holding their hand, talking, being there.

And for me, well, I am also going to also remember my Charlie boy. Each shift I am on ITU I will remember him and give my all.



# Our new £1.1m Dementia Appeal

**T**he Frimley Health Charity has launched a new appeal to transform the hospital experience for dementia patients.

The aim of the appeal is to raise £1.1 million by 2023 to fund a range of projects across our hospitals, so that dementia patients in the region will receive the best possible clinical and holistic care.

Ablen Dacalos, Frimley Health's lead dementia nurse, said: "People living with dementia are highly vulnerable within the hospital setting.

"It can be a disorientating and frightening experience which is why some people's health worsens during admission. It is a huge challenge for acute hospitals - but with the right changes to the environment and specialist staff training we can really help patients to feel more comfortable and safe during their stay."

Extensive research has demonstrated that relatively inexpensive interventions, such as changes to lighting, floor coverings and improved wayfinding, can have a significant impact on the wellbeing of patients. Environmental improvements also have a positive effect on reducing falls and violent and aggressive behaviours.

This new appeal will help to provide these vital design changes, funding everything from digital screens and dementia clocks, to sensory equipment and new outdoor spaces.

The appeal will also support more staff resource to ensure dementia patients receive the specialist support they need. New activity co-ordinators will be brought in on the wards and a range of specialist training given to staff across the Trust.

Andrew House, director, Frimley Health Charity, added: "Our aim is to set the national standard for excellence in patient safety, quality and continuous improvement for people with dementia. Our wonderful dementia team work tirelessly to ensure dementia patients feel at ease during their hospital stay. We want to do everything possible to support their plight and help them lead the way in future dementia care."

To find out more and donate:  
[www.frimleyhealthcharity.org/appeal/dementia-appeal/](http://www.frimleyhealthcharity.org/appeal/dementia-appeal/)



## NHS Charities Together

**F**unding from NHS Charities Together, together with public donations to the Frimley Health Charity, has meant we have been able to enhance staff wellbeing during these challenging times and fund many projects across the Trust to benefit both staff and patients.



NHS Charities Together is a federation of over 230 charitable organisations that support the NHS through trust charities like our own.

It has enabled us to develop our staff rest areas and outdoor spaces, for example by providing colourful picnic benches close to departments allowing staff to take a well-earned break outside away from their ward environment.

We worked with our research and development team and provided two new special freezers to assist with urgent Covid-19 public health research.

Funding has also meant we can buy mobile tablets for patients to connect with their loved ones, provide specialised mental health first aid training and wellbeing days for staff. And, alongside the capital projects team, have embarked on a process of improvement to staff rooms and garden courtyards across the Trust.

## A very different Run Frimley

**L**ike many charitable events this year, Run Frimley, when participants could historically be found pounding the pavements around Frimley Park Hospital, had to take on a very different look.

In this our charity's 25th year, the event in October became virtual with over 100 competitors creating their own race to raise money for Frimley Park's Stroke Appeal. Participants could decide on their distance - 2.5km or 10km - and between them, over £3,500 was raised.

Our grateful thanks to everyone who took part.



Consultant in elderly care, Lucy Abbott, took on the 10k and raised over £1,100



# Volunteer army

**W**hat a year it has been! Thanks to the incredible generosity and support from our local community during the pandemic, a small army of volunteers was mobilised to distribute vast amounts of food and gifts to staff across Frimley Health.

Our charity team joined forces with the voluntary services team and, along with help from the Army, quickly put in place plans to store and distribute donations from the community, including over 600 deliveries from local companies, over 20,000 meals for staff from chef Tom Kerridge's charity and so much more.



Volunteers deliver meals

Stories highlighting just some examples of how our communities rallied in support of their local NHS can be found throughout this edition of inTouch.

A huge thank you to everyone involved – your support and good wishes meant the world to our staff.

# Lottery marks two years of funding success

**F**rimley Health Charity's weekly lottery turned two in September and, despite the absence of lottery sellers in our hospitals due to Covid restrictions, it is still raising significant funds to help us improve the lives of patients, staff and visitors.



**Celebrating two years of  
our charity lottery!**

Since the lottery launched, donations have been used to support the Stroke Appeal, Breast Cancer Research and more recently our Covid-19 response. In just one example of how invaluable the lottery resource has been, it was this fund that was used at the start of the pandemic to buy android tablets for several wards to allow patients to stay in contact with their

families. In future, the lottery will help to fundraise for the charity's new Dementia Appeal and other smaller projects across the Trust.

For more information about the lottery and how to sign up, please visit [www.frimleyhealthcharity.org](http://www.frimleyhealthcharity.org)

# Support us as you shop

**D**id you know you can support Frimley Health Charity when you shop or sell on Amazon or eBay?

Amazon will donate 0.5% of all eligible purchases to the charity when you shop using AmazonSmile. Sign up online or download the Amazon app, tap on 'AmazonSmile' in 'Settings' and follow the on-screen instructions.

Meanwhile, eBay for Charity has partnered with the PayPal Giving Fund to make it easy for sellers to donate between 10% and 100% of their revenue. Find out more by logging on to eBay.



# Christmas Appeal

**D**ue to the unique challenges that 2020 has brought us, we have created an alternative appeal to help spread some festive cheer.

There are a number of ways you can support our patients and staff, such as our Christmas Jumper Day on 11 December.

Find out more at:

[www.frimleyhealthcharity.org/appeal/christmas-appeal](http://www.frimleyhealthcharity.org/appeal/christmas-appeal)

# 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](http://www.frimleyhealthcharity.org)

To get in touch with the fundraising team:

**01276 604642**

**0300 6153206**

or email

[fhft.fundraising@nhs.net](mailto:fhft.fundraising@nhs.net)

# Community services celebration

**T**he Trust celebrated our community services team in October and marked the significant achievements they have made in supporting our communities over the last six months.

Chief executive Neil Dardis and associate director for community services Nicky Seargent led a “virtual” tea party to welcome new members to the team and thank everyone for their achievements in a very challenging time.

Thanking the team, Neil said they had responded brilliantly, not only in dealing with the pandemic but also by adapting to a new structure with new colleagues, different ways of working and technical challenges.

He described their flexibility and resilience as “remarkable” and said community services



Some of our community staff who joined the virtual “tea party”

were at the heart of the Trust’s vision.

We secured a new contract for community services covering North East Hampshire, Farnham and Surrey Heath which started

in April, but due to the ongoing response to the pandemic were unable to celebrate and properly welcome the expanded team.

Community colleagues were invited to share some of their achievements over the last few months, including:

- Setting up a new night-nurse service, which has meant earlier discharges for patients from hospital so they can recover at home with 24/7 support
- Developing the new community matron role to support team members working with patients with long-term conditions
- Better integration of care
- Transferring to the new EMIS electronic patient record to align with primary care and improve access



CEO Neil Dardis welcomes community services colleagues at Farnham Hospital

# An Epic deal for patient records

**A**n ambitious programme to transform care for patients and staff at Frimley Health’s hospitals is under way following the award of a contract for an electronic patient record.

The contract with Epic was agreed by the Frimley Health NHS Foundation Trust board based on the recommendation of the clinicians and teams who will be using the new system.

Epic has significant experience of working with hospital teams, having previously delivered an electronic patient record system to Great Ormond Street and University College London Hospitals among others.

More than 300 clinicians were involved in the procurement process, being given the opportunity to test the different systems from companies bidding to provide the service and they overwhelmingly preferred Epic.

This is such an important development for the Trust and will help us truly transform how we treat our patients.

At the moment we have more than 200 different systems operating in the Trust and this ‘One Frimley’ solution will mean vital patient information can be shared across our teams and give us much better intelligence about the patient demand that we need to meet.

Our recent experience of coping with the Covid-19 pandemic has demonstrated how important it is for clinicians to have instant and full access to a patient’s history and treatments so we can make the best decisions about their care. This system should ensure we have that full picture instantly.

**Epic**  
...with the patient at the heart



# Helping us to help you

**I**n this magazine you will read about how Frimley Health staff have had fantastic support from our local communities in recent months.

Your offers of help and generous donations have helped to keep up morale at our hospitals over some of the toughest days our staff have ever had to deal with.

Now we are facing a new challenge on three fronts. Firstly, we have been seeing a second wave of Covid-19 cases, reflecting the increase nationally and putting extra pressure on services.

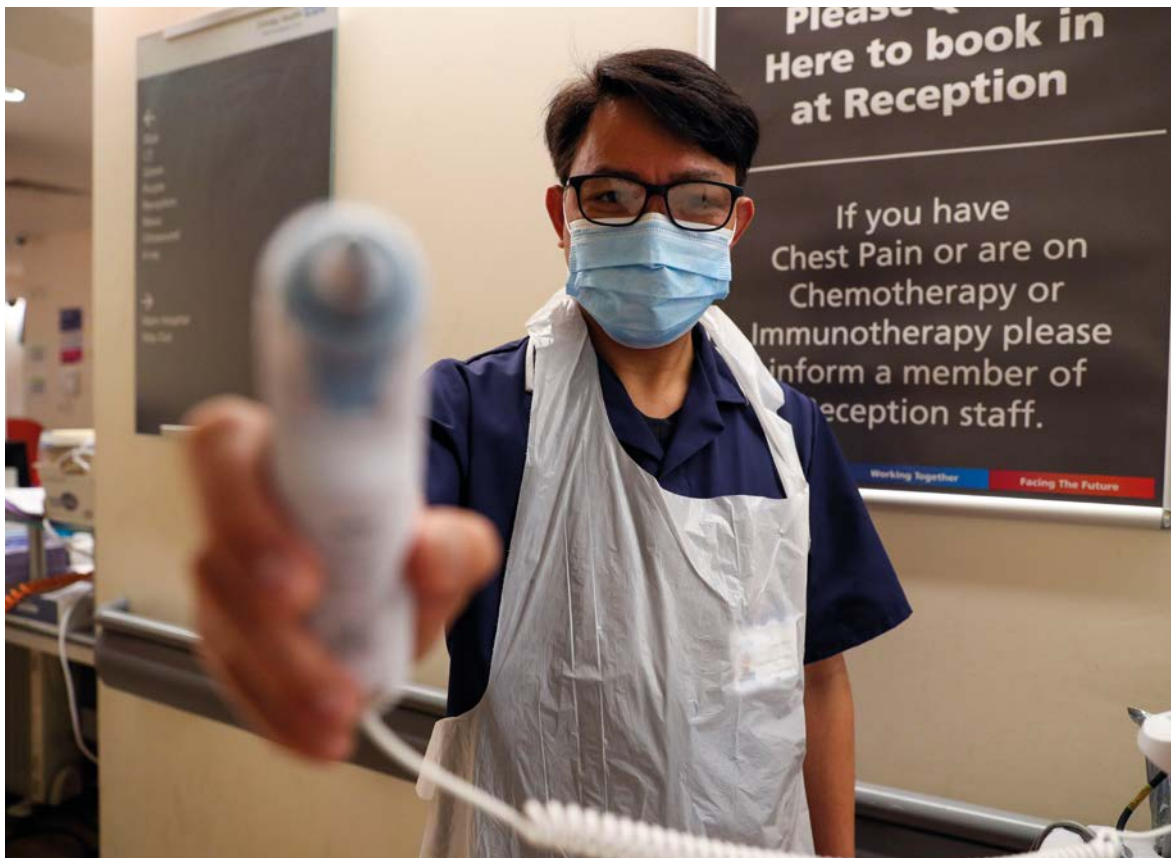
Secondly, the winter months always bring more strain on healthcare services due to seasonal flu and many other respiratory conditions associated with colder weather.

Thirdly, having restored planned services, our hospitals are treating as many patients as possible whose non-urgent care was delayed over the initial wave. In fact, Frimley Health has made great progress to reduce waiting lists, becoming the first hospital trust in the region to restore the national standard for cancer care patients' waiting times.

Having learned much from the initial surge of the pandemic, and thanks to more testing and better understanding of treatments, we are better prepared in the second wave. But we still need your help and forbearance while we do our best to keep patients and staff as safe as possible.

By far the most important thing you can do is to remember the basics: wash your hands frequently, cover your face in public places and maintain a two metre, or six-foot, distance between you and others.

Keeping infection rates down will keep pressure off our services.



If you feel unwell with a cough, fever or loss of taste and smell, get a test. Stay at home until you get your results and self-isolate if your test is positive. Follow up-to-date advice on isolating if you have associated with anyone who has tested positive and stick to guidance on socialising.

And if you qualify for a flu vaccination, please get one. As well as protecting yourself and your family, it will also help to take some of the pressure off NHS urgent care services.

But if you do have concerns about your health please do not be afraid to seek help. Unless it is an emergency call 111 or contact your GP for an appointment. You will be sent to hospital for care if you need it.

To help you access the appropriate help you need as quickly as possible, the NHS has launched 111-First, a national campaign urging people to call ahead or go online for advice. This will evolve into a booking-in system for emergency departments (EDs).

111 will direct patients to non-hospital alternatives where possible and appropriate, otherwise they will be booked into the ED to be seen at a specified time that day, or by

another hospital department.

This will reduce time spent in waiting areas, consequently reducing the risk of infection and help the right specialist see patients as they arrive.

And please bear with us while restrictions on visiting remain in place in order to keep patients and the hospital as safe as possible. Whenever you can, please continue to use our virtual visiting services and speak to your loved one by video call.

However if you wish to book an essential visit in person this must also be by prior appointment. Currently, visiting for most patients is limited to one visitor for up to an hour, once every three days.

Restrictions also apply in our EDs where some patients may not be able to have someone stay with them when they attend.

Full details about our visiting arrangements can be found at [www.fhft.nhs.uk/your-visit/visiting-times](http://www.fhft.nhs.uk/your-visit/visiting-times). All visiting restrictions during this time are kept under regular review.

Thank you from all of us at Frimley Health for your ongoing support.

# First nursing associates graduate at Wexham

**T**he first newly qualified nursing associates at Wexham Park Hospital celebrated their graduation at a socially distanced afternoon tea in September.

They were joined by some of our most senior nursing staff, together with educators, for the event.

Seven students who embarked on their two-year nursing associate apprenticeships in May 2018 qualified in May this year.

Patricia Acquah, Emma Longhurst, Josephine Musoke, Louise Swan, Raveena



Varma, Yuping Zhang and Slywia Ludwisiak are all taking up permanent nursing associate roles at Wexham.

The programme offers a new pathway into a career in nursing at Band 4 and the Frimley Health course runs in partnership with

Buckinghamshire New University.

Chief of nursing and midwifery Lorna Wilkinson, deputy director of nursing Maxine McVey and the lead clinical education staff joined the graduates at their afternoon tea.

# Welcome on board

**T**wo new executive directors joined the board of directors at Frimley Health in recent months.

## **Lorna Wilkinson, chief of nursing and midwifery**

Lorna is a highly experienced and respected nursing leader. She joined Frimley Health in June from Salisbury NHS Foundation Trust where she was director of nursing for six years.



Lorna completed her nurse training in London in 1989 and progressed through a number of clinical roles in the capital in specialist units including liver, cardiac surgery and intensive care. She later moved into senior nursing and quality roles, serving as deputy director of nursing at Salisbury and Portsmouth Hospitals NHS Trust.

Lorna has had a long held interest in patient safety, patient experience and quality improvement. She is the professional lead for nurses, midwives, allied health professionals and healthcare scientists.

## **Caroline Hutton, interim director of transformation, innovation and digital services**

Caroline joined Frimley Health in September. She began her career in nursing and has many years of operational, transformation and digital experience in senior management in the NHS and private sector.

Caroline joins us on secondment from



Milton Keynes University Hospital where she has spent several years in director roles managing clinical services operationally as well as service improvement.

Caroline will be the executive lead for digital services and continuous quality improvement and will lead on many of our key change programmes. Her digital portfolio includes the implementation of our Epic electronic patient record which you can read more about on page 14.

This new board position reflects the importance of this agenda in achieving our ambitions of delivering excellence for our communities.



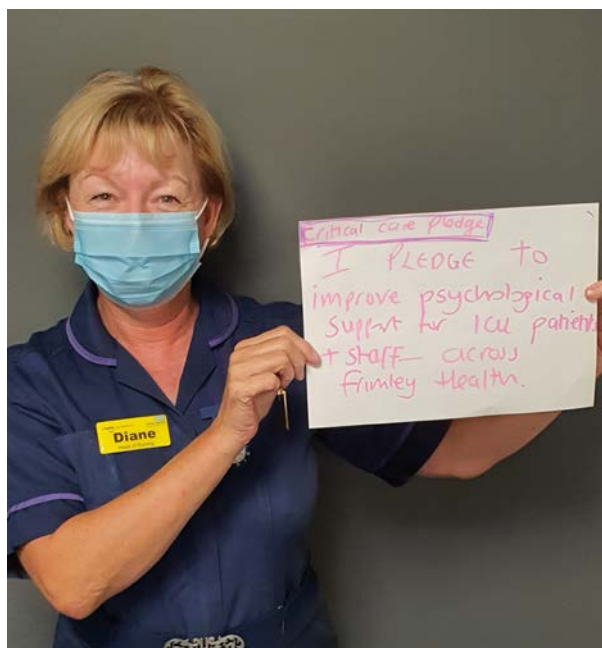
# World Patient Safety Day

**F**rimley Health celebrated World Patient Safety Day in September.

This year's theme was 'Speak up for health worker safety' so the Trust took the opportunity to remind and encourage staff to challenge any aspect of their role or working environment that may have a detrimental effect on safety.

It highlighted the importance of both the physical and psychological safety of staff and the impact that has on providing safe patient care.

Staff were encouraged to complete an online patient safety quiz and visit stands at both Frimley Park and Wexham Park hospitals to make their individual pledges to improve patient



safety. The patient safety team also visited Heatherwood and our satellite sites to promote the theme of the day.

## Call 0300 614 5000 for Frimley Health

**T**here is now one main contact telephone number for Frimley Health.

Please dial 0300 614 5000 to contact Frimley Park, Wexham Park or Heatherwood hospitals or any of their associated centres.

The new number came into effect in August.

If you want to book an essential visit to a loved one in hospital, please call the ward direct. Details are available on our website [www.fhft.nhs.uk/your-visit/visiting-times/](http://www.fhft.nhs.uk/your-visit/visiting-times/)

And you can continue to dial individual staff and departments using their specific contact numbers if you have them.

The Trust previously had two separate



switchboard numbers: one for Frimley Park and linked sites in Surrey and Hampshire, and another for Wexham Park, Heatherwood and other settings in Berkshire.

# Recruit a member for chance to win a prize!

**C**an you recommend a member of your family, a friend, or neighbour to become a member of Frimley Health NHS Foundation Trust?

As you know, membership is free and people can choose just how involved they would like to be. Whether they just want to be kept up to date about Frimley Health via this magazine or wish to play a more active role – it's up to them.



And for a limited time, if you recommend someone and they subsequently sign up to become a member before the end of January 2021, you could win afternoon tea for two at one of these superb local hotels:

- Frimley Hall Hotel, Lime Avenue, Frimley GU15 2BG
- Stoke Place, Stoke Green SL2 4HT

It takes just three easy steps to enter:

- Email membership manager Sarah Waldron at [sarah.waldron@nhs.net](mailto:sarah.waldron@nhs.net) to let her know the name and address of the person you have recommended
- Tell that person to visit our website's membership page at [www.fhft.nhs.uk/about-us/about-our-members/](http://www.fhft.nhs.uk/about-us/about-our-members/) for more information, follow the link to join as a member of Frimley Health NHS Foundation Trust and submit the completed application form
- Upon receipt of their application form you will be entered into the prize draw

Two winners will be selected at random at the beginning of February. Good luck!

# Generations fight coronavirus side by side

**F**our members of the Cottrell family who all work at Frimley Park Hospital have spoken of their pride in fighting coronavirus together and of their experiences during the first wave of the disease.

Debbie Cottrell, 60, works as a specialist colorectal nurse alongside her two sons, Jack, 28, an assistant physiotherapist, and Peter, 32, a psychiatric doctor. She's also joined by daughter-in-law Roxanne, 33, a junior doctor in the emergency department.

Despite being based in different parts of the hospital, they often find themselves working side by side helping patients.

The family have all been working at Frimley Park for a number of years and it is there that Jack, Peter and Roxanne were all born. Debbie's third son, Patrick, a GP in York, was also born at Frimley.

Debbie said: "I get very excited when I see them. Of course, at this worrying time they are working with Covid patients – we all are – and I often have to refer some of my patients to see Peter.

"And if I am on the wards, I see Jack working with my patients. And with Roxanne, when I go down to A&E to see patients, it



is lovely to see her there.

"I am a proud mum and I love them all working here."

The family said the support for the Trust from the public has been 'emotional'.

Debbie said: "We are very grateful but we are just doing our normal jobs, and we are happy to be working at Frimley."

Roxanne added: "I have worked some tough shifts recently, and the night shifts are particularly tough, and going into work you can feel a bit down and you walk past the rainbows and thank-yous and you think,

'Okay, I can do this'."

When the first national lockdown was gradually being eased across the UK, Peter said: "It's okay to be struggling. It's okay to feel overwhelmed and it is definitely okay to talk to someone if you are in a bad place."

"It's really important during lockdown to make sure we are getting out," Jack said.

"It's very easy to stay inside. But it is important to ensure you are getting some form of exercise, even just going out for a walk. It's good for your fitness and your mental health."

## Staff appreciated for Covid effort

### A badge for heroes

**A**ll Frimley Health staff have received a specially commissioned pin badge from Trust chief executive Neil Dardis to thank them for their "truly heroic" achievements during the first wave of the coronavirus pandemic.

In a personalised letter sent to each staff member's home, Neil wrote: "Although it is only a small token, I hope that in years to come you will look upon it and reflect on recent times, knowing that your collective and individual actions have saved lives and supported all our communities."



The gesture truly struck a chord with scores of staff taking to social media and email to express how much they appreciated it.

The full letter is pictured here.



## Easter eggs to cheer up sick staff

**A**nd back in April, at the heart of the pandemic's initial surge, the Trust showed support for almost 730 staff on sick leave by sending them each an Easter egg and a 'get well soon' card to show them that their colleagues were thinking of them.

The operation was pulled together by Frimley Health membership manager Sarah Waldron, with supermarket chain Asda supplying the eggs at reduced cost. Personalised 'get well soon' cards were designed and printed by Aldershot-based Apex Direct Mail which, together with Ash Vale based courier Hi Speed Services, covered the cost. Hi Speed Services distributed the eggs and cards.





# New Heatherwood Hospital taking shape

**W**ork on the new Heatherwood Hospital is still on target to finish by the summer despite the challenges brought by the Covid pandemic.

The building is now watertight and work has started on external work like access roads, so you can now get a better sense of how the site will look when it is complete.

The state-of-the-art elective care centre is on track to open to patients next winter, replacing the current Heatherwood which has stood in Ascot for a century. It will have six operating theatres, 48 inpatient beds and 22 day-case cubicles.

The new hospital will specialise in planned, non-emergency procedures such as orthopaedics, general surgery, urology, gynaecology and endoscopy. And it will offer a range of outpatient and diagnostic facilities such as cardiology, radiology,

lithotripsy, children's clinic, physiotherapy and orthodontics. Space for the Trust's private patient unit will also be included.

We are only able to offer limited tours to staff at the moment, due to the Covid restrictions, but the Kier construction team has been keeping a film and photographic record of the development which we regular post through social media.

As we get closer to completion we are also starting work on identifying the furniture and equipment, like operating tables and patient trollies, we will need and have started work to identify suppliers for this.

The new Heatherwood Hospital isn't just about bricks and mortar, roads and equipment: it is about people and in particular, our patients. We are looking at new ways of working and developing the best pathways for our patients to ensure they get the right treatment, in the

right way at the right time. To help us with this we are talking to the clinical teams about extending the operating times so that we can provide more operations and treatments to meet the growing needs of our community. We will keep you updated about this as the work progresses.

## Build milestones

### Winter 2020

- Building made watertight
- Alteration work begins on main roundabout

### Summer 2021

- Site handed over to Frimley Health from Kier
- Start of commissioning of new build and decommissioning of old site.

### Winter 2021/22

- Transfer of activity and equipment from old site to new building

### 2022

- Old site handed over to Taylor Wimpy for new build housing

# 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](mailto:john.lindsay1@nhs.net)  
Sarah Peacey [sarah.peacey2@nhs.net](mailto:sarah.peacey2@nhs.net)

### Guildford, Waverley and Woking

Sylvia Thompson [sylvia.thompson5@nhs.net](mailto:sylvia.thompson5@nhs.net)

### Hart and East Hampshire

Donna Brown [donna.brown22@nhs.net](mailto:donna.brown22@nhs.net)  
Jill Walker [jill.walker5@nhs.net](mailto:jill.walker5@nhs.net)

### Rushmoor

Kevin Watts [kevin.watts1@nhs.net](mailto:kevin.watts1@nhs.net)  
Brian Hambleton [brian.hambleton@nhs.net](mailto:brian.hambleton@nhs.net)

### Rest of England

Jill Wakefield [jill.wakefield2@nhs.net](mailto:jill.wakefield2@nhs.net)

### Slough

Nasar Khan [nasar.khan2@nhs.net](mailto:nasar.khan2@nhs.net)  
Graham Leaver [graham.leaver@nhs.net](mailto:graham.leaver@nhs.net)

### South Buckinghamshire

Paul Henry [paul.henry6@nhs.net](mailto:paul.henry6@nhs.net)

### Surrey Heath and Runnymede

Ann Smith [ann.smith19@nhs.net](mailto:ann.smith19@nhs.net)  
Mary Probert [mary.probert1@nhs.net](mailto:mary.probert1@nhs.net)

### Windsor and Maidenhead

Rod Broad [rod.broad@nhs.net](mailto:rod.broad@nhs.net)  
(lead governor)  
Robin Wood [robin.wood@nhs.net](mailto:robin.wood@nhs.net)

## Staff governors:

### Frimley Park Hospital

Udesh Naidoo [udesh.naidoo@nhs.net](mailto:udesh.naidoo@nhs.net)

### Heatherwood and community hospitals

Michael Ellis [michael.ellis1@nhs.net](mailto:michael.ellis1@nhs.net)

### Wexham Park Hospital

David Maudgil [dmaudgil@nhs.net](mailto:dmaudgil@nhs.net)

## Stakeholder governors:

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

Dale Birch [dale.birch@nhs.net](mailto:dale.birch@nhs.net)

### Hampshire County Council

Rod Cooper [rod.cooper@nhs.net](mailto:rod.cooper@nhs.net)

### Surrey County Council

Edward Hawkins [edward.hawkins@nhs.net](mailto:edward.hawkins@nhs.net)

### Ministry of Defence

Lt Col Helen Winder [helen.winder1@nhs.net](mailto:helen.winder1@nhs.net)

**EMAIL US!**



Thank you for all your support over the past year. Our calendar of face-to-face meetings has been suspended until we are once again able to meet in public.

Please keep checking our website for our virtual events. We will continue to email members with updates. If you would like to receive updates by email, please contact **Sarah Waldron on 01276 526801 or email [sarah.waldron@nhs.net](mailto:sarah.waldron@nhs.net)** with your email address.

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

large  
print

or



Braille

or



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