

intouch

Members' Magazine July 2021

Heart of the community

Care in the comfort of your home

Covid stories

Reflections from the front line

Running total

Run Frimley returns - and more charity news

Road to recovery

Supporting our staff after toughest year

In remembrance

Colleagues we lost during the pandemic

Welcome back



Our brilliant teams have saved many lives during the pandemic – well over 4,200 to date, and we will be forever grateful for the brave efforts and sacrifices they have made to look after these patients. But the pandemic has of course taken a terrible toll. Sadly, some 1,300 of our patients could not be saved and even some of those who have recovered have been left unwell with long-Covid conditions. It has also had a big impact on our non-emergency work – our teams kept most of our planned care going but unfortunately we had to postpone much of it to focus on the pandemic emergency. Waiting lists across the NHS are now longer than ever before and I can assure you that we are all completely focused on bringing them back to pre-pandemic levels, although it is likely to take many months.

Despite these challenges, it finally seems that the worst of the pandemic is behind us in the UK. As I write, infection rates and hospitalisations are low and we are hopeful of an end to lockdown measures. But we know how quickly things can change. The situation is still very volatile and distressing in many countries, and we have to remain ready for future outbreaks.

The pandemic has changed us and it will take some time to fully reflect on this and embed some of the positive changes that we have made over the past year. One thing it has underlined is the value of our brilliant staff and it is very important that we give them time to rest and re-energise. As a Trust we are doing all we can to support them.

As we look forward there will be huge challenges in front of us and our values will really help us to meet them head on. I have no doubts that with the help and support of our colleagues, our partners in the system, all our members and governors, we will continue to work together to deliver excellence for all the residents we serve.

Pradip Patel
Chairman

When I last wrote to you in December, we were at the end of a very difficult year that saw the onset of a devastating worldwide pandemic. We knew that we would have a difficult winter ahead but none of us envisaged a second surge of cases even bigger than the first would once again threaten to overwhelm us.

It was thanks to the heroic efforts of our people at Frimley Health, our health and care partners, and friends from across the community that every patient received the urgent and emergency care they needed, whether from Covid or anything else. This was despite the second wave between December and March peaking at more than twice the levels we saw in 2020's surge and Frimley Health being one of the most impacted NHS trusts in the country.

I am also really proud that our teams were at the forefront of the successful vaccination programme – getting our vaccination hub ready for the first day of the UK programme. Since then they went on to deliver 42,000 vaccines to more than 90% of our staff plus other health and care workers and people aged over 80 across our communities. The community vaccine programme has also been a big success and I would urge you to take up the vaccination offer when it comes, if you haven't already done so. It is the best thing you can do to protect yourself, your family and your community.

Appearing in this issue...



Staff honoured for pandemic response

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New era in bladder cancer therapy

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Vaccination Hub rises to challenge

Pages 8 and 9



On the cover

Our community services team rose to the challenge of starting a new contract in the middle of a global pandemic and still found time to develop new and improved services – see page 5.

Coming soon

Our next online Health Event for Foundation Trust members takes place on Wednesday 28 July from 5.30pm-6.30pm. Please keep checking your emails and the Frimley Health website for more information and a link to join the event.

www.fhft.nhs.uk/members

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

Remembering our dedicated colleagues who lost their lives

In March, Frimley Health staff marked the National Day of Reflection and took the time to remember four Trust colleagues who sadly passed away due to Covid. All are sorely missed and our hearts go out to their loved ones left behind.

Elvira Bucu

A healthcare assistant at Heatherwood Hospital, Elvira Bucu sadly passed away at home on Friday 3 April last year. Elvira's colleagues were devastated by the loss of their highly respected and valued team member. She was much-loved and her colleagues described her as 'a ray of sunshine' – someone who was always smiling and never had a bad word to say about anyone.



Elvira was self-isolating when she died and the news was especially hard for those colleagues who worked closest to her. Our deepest condolences are with Elvira's family and loved ones.

Prem Lal

Prem Lal had worked as an associate practitioner in Histopathology at Wexham Park Hospital for almost 11 years when she passed away on Sunday 19 April, 2020, aged 68.



Prem's colleagues described her as a 'mother figure' in the department who was dedicated, hugely respected and well-liked, not just in Histopathology but also throughout the whole Pathology team. Her death was a huge blow to the team, and she is greatly missed by her workmates. Our thoughts go out to Prem's husband and four children.

Mina Paragpuri

In mid-December last year, Mina Paragpuri, procurement pharmacy manager at Wexham Park and Heatherwood, passed away at her home after feeling unwell with symptoms of Covid-19. This news left everyone who knew Mina, especially colleagues in the Pharmacy department she had worked in for 20 years, devastated at the loss of such a respected and dedicated colleague. Mina was one of the most experienced and knowledgeable procurement pharmacy technicians in the region and she is greatly missed both personally and professionally.



Colleagues spoke of her skill, empathy and wit and of her absolute dedication to her patients, which meant she was always willing to go the extra mile to help them. Mina's husband Sarge and their daughter Mindy, who recently turned 2, and all her family and friends are very much in our thoughts.

Rajesh Gurung

Rajesh, who was a member of our housekeeping team for more than 16 years at Frimley Park Hospital, sadly passed away on Saturday 6 March aged 52.



His colleagues described him as a hard-working, respected and well-liked member of the team who had a great sense of humour and a love for travel. He was also a loving husband, father and grandfather, and was very active within the local Nepalese community. He will be sorely missed by all of his colleagues. Our hearts go out to his wife Rekha, who is also a member of the housekeeping team at Frimley Park, and his family, friends and colleagues.



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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Staff recognised for fantastic achievements

Medical Director and head of nursing awarded MBEs.

Two senior members of staff at Frimley Health have been made MBEs.

Medical Director Dr Tim Ho and Head of Nursing for Critical Care Di Dodsworth received the honours for helping to shape the Trust's response to Covid-19.

Dr Ho provided clear and compassionate leadership. He mobilised and supported senior colleagues who stepped into emergency response command roles. He also oversaw the retraining of colleagues into frontline roles as well as the significant changes in the delivery of care.

Di manages the critical care teams across the Trust. She played a key role in helping to double our critical care capacity. Her team led the training of more than 200 non-ICU nurses to ensure they had the additional skills required to work on the units. The awards were announced in this year's New Year's Honours.



Tim Ho



Di Dodsworth

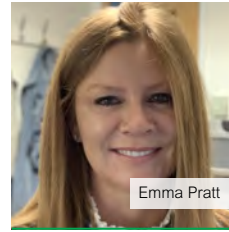
Introducing our VIPs

Frimley Health recognises staff who demonstrate our Trust values – Committed to Excellence, Working Together and Facing the Future – through our Values into Practice (VIP) Awards. Staff can be nominated by colleagues, patients or members of the public. The following staff were among our latest recipients.

Emma Pratt, Voluntary Services administrator

Emma was nominated by a patient's relative after she provided them with invaluable updates and information about their father while they were unable to visit

due to Covid-19 restrictions. Emma visited him regularly and passed on their messages.



Emma Pratt

Chayle Longman, paediatric staff nurse

The mother of a young patient whom Chayle has cared for over many years wanted to recognise her compassionate and excellent nursing care. She never fails to lift the child's spirits and listens carefully to her concerns.

Abida Mohammed, physiotherapy clinic coordinator

Abida's quick thinking helped a patient who presented with a mental health crisis during a phone call. Abida didn't panic and alerted clinical staff, ensuring she was giving the correct advice. She went above and beyond the call of duty to keep the patient safe.



Abida Mohammed

Sumita Nayak, consultant gynaecologist

Sumita was nominated by a patient for her kindness, professionalism and efficiency. They said: "Miss Nayak is an exceptional doctor, she made me instantly at ease and able to talk about anything."



Sumita Nayak

Chaplaincy team

The Chaplaincy team works across all our



sites to support colleagues and patients. One staff member said: "It's always a delight to work with a team that is so approachable and willing to offer support."

Play specialist teams

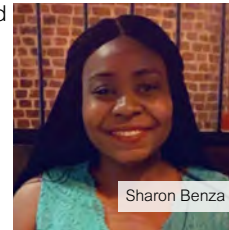


Play specialists at Wexham Park Hospital

Play specialists usually work on our paediatric wards but during the peaks of the pandemic they went above and beyond their normal duties, spending time with our learning disability and dementia patients and extending their services over weekends.

Sharon Benza, radiographer

Sharon was nominated by colleagues after stepping into a new role at short notice and taking on extra shifts and responsibilities.

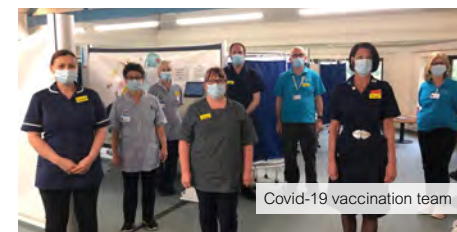


Sharon Benza

Health and Safety team

The Health and Safety team did an amazing job of hosting an inspection by the Health and Safety Executive at short notice late last year. The team showcased our Covid-19 protections in the workplace and impressed the inspectors. No formal recommendations were made as a result of the inspection.

Covid-19 vaccination team



Covid-19 vaccination team

The team mobilised our Covid-19 vaccination hub with just a few days' notice. It closed in April having offered both doses to all Trust staff and administering over 42,410 vaccinations.

Do you know a member of staff who has gone the extra mile? Go to www.fhft.nhs.uk and search for VIP Awards.

Community service meets the challenge of an extraordinary year

Our community services team rose to the challenge of starting a new contract in the middle of a global pandemic and still found time to develop new and improved services.

The community services teams across North East Hampshire and Farnham and Surrey Heath began work on a new integrated contract in April last year, as the Covid-19 pandemic took hold.

Led by Frimley Health, working with Virgin Care, teams played a critical role in ensuring patients were able to transfer quickly from acute hospital services into either intermediate care or going back home, thereby freeing up beds to ensure there was capacity to deal with the pandemic.

There has been an average of 5,500 contacts a month between patients and the community services teams in their first year, compared with an average of just under 5,000 in the previous year, due to the impact of the pandemic.

This has meant more patients getting the health and care support they need in their own homes and in many cases preventing the need to admit patients to hospital care. More patients coming towards the end of



The community team has helped more patients to get the care they need in their homes

their lives also got their wish of being kept comfortable at home.

Staff used their specialist skills to support patients with Covid, either on wards or as outpatients, giving nursing and therapeutic support to help them in their recovery.

Other achievements by the service over the year include:

- A new night nursing service which means patients can be supported overnight at home rather than in hospital. These are predominantly patients at the end of their life who want to spend their last days at home.
- Integrated ways of working for the in-reach and intermediate services from Frimley Health and Virgin Care which reduces duplication, supporting timely decision making and care delivery appropriate to patient need.
- A new community matron role supporting patients with long-term conditions. This role promotes proactive disease management and enables patients to manage their own condition in a supported way.
- Integration enabling the piloting of a new Hospital@Home Service led by the frailty team and consultant geriatrician with the support of community colleagues.

- A shared electronic patient record which supports the ethos of patients only needing to tell their story once.
- Collaboration between specialist services, hospital clinicians, general practice and community services teams to develop care pathways for diabetes, Parkinson's and respiratory patients so they have end to end care, from hospital to home.
- Stronger social care, voluntary sector, mental health and general practice links.

Fran Campbell, Head of Community Services at Frimley Health, said: "Our community services colleagues have responded magnificently to the challenges this year, not only adapting to and developing new ways of working, but also the unprecedented challenge presented by the pandemic response.

"These achievements have all underlined the importance of teamwork and keeping the patient in focus to ensure that what we do is providing the best possible care for any patient, whatever the circumstances of their care needs.

"We will continue to collaborate, develop and grow our services to ensure patients in our communities get the best possible care in the right place."



The night nursing service helps appropriate patients avoid an overnight stay in hospital

A new chapter in bladder cancer care



First patient Mandy Newnham (seated) with the Urology team at Heatherwood Hospital

Frimley Health has introduced a new therapy for bladder cancer that's delivered in six one-hour sessions and enables patients to be treated closer to home.

Synergo is a treatment for non-muscle invasive bladder cancers that have not responded to initial immunotherapy.

It uses radiofrequency radiation to heat the bladder wall and improve the effectiveness of chemotherapy drugs which are circulated via a catheter.

The therapy can be used post-surgery to prevent the recurrence of tumours. It can also shrink larger or multiple tumours so they can be more easily removed.

Sessions of Synergo therapy currently take place at Heatherwood Hospital in Ascot and

last about one hour. Treatment takes place once a week for six weeks and this is usually followed by a second six-week course of follow-up therapy.

Dental clinic receptionist Mandy Newnham, 51, from Farnham Common, Buckinghamshire, was the first patient to begin the treatment at Heatherwood.

Synergo has been brought to Frimley Health by consultant urologist Mr Ahmed Ali. Previously, patients would have had to travel into London for the treatment.

The Trust is one of six UK centres piloting the therapy and we expect to offer the treatment to 15 patients per year.

Mr Ali said: "We are delighted to be able to provide Synergo therapy at Frimley Health.

"We are determined to continue to evolve our Urology services, keeping the Trust at the forefront of new technologies and treatments so that we can provide the best possible care and outcomes for our patients."

The introduction of Synergo is the second significant development in bladder care at Frimley Health in recent months.

In October 2020 the Urology team at Heatherwood began performing transurethral laser ablation (TULA) which enables consultants to remove appropriate bladder tumours in a simple 40-minute outpatient procedure – with no need for general anaesthetic or an overnight stay in hospital.

Trust scoops engagement award

Frimley Health has won an award for how it has engaged with its Foundation Trust members throughout the Covid-19 pandemic.

The Trust was named Civica Engagement Champion for 2021 during a virtual conference in May.

Civica, an international software business, supports about 200 NHS foundation trusts and clinical commissioning groups with public and patient engagement programmes.

Frimley Health was nominated for its award in recognition of its virtual engagement with Trust members over the past year when face-to-face meetings have not been possible.

The Trust held its first constituency meeting in July 2020 with pre-recorded messages from the chief executive and Trust governors and a consultant's presentation.



The Frimley Health communications team with their award

More than 150 members joined the Trust's Annual Members Meeting, held virtually over Microsoft Teams in November, with a further live constituency event held in March this year, also using MS Teams.

The Trust's popular Taste of Frimley and Taste of Wexham events, which give local 16 to 18-year-olds an insight into careers

in the NHS, was also held virtually last year with pre-recorded talks by hospital staff.

Civica managing director Nick Goodman said: "Frimley Health demonstrates once again that membership and engagement is at the heart of the organisation and is a shining example to other trusts in the country."

Endoscopy unit helps meet rising demand

A new outpatient endoscopy unit at Wexham Park Hospital is up and running.

Construction began near the entrance to the hospital's old Emergency Department in December 2020 and staff saw their first patients on 1 March this year.

The unit has expanded the capacity of Wexham's gastrointestinal (GI) diagnostic services and will help us to meet increasing demand from GPs or hospital referrals more quickly, in line with the Faster Diagnosis Standards (FDS) introduced last year.

The standard will ensure everyone with suspected cancer will have a definitive diagnosis within 28 days of referral.

Colonoscopies for Public Health England's bowel cancer screening programme will also take place in the future. The unit will provide additional

capacity to deliver medical, surgical, and nursing clinical endoscopist training.

Services at the outpatient endoscopy unit run 8am-6pm Monday to Friday and the facility is expected to provide endoscopic procedures to around 180 patients per week. These procedures include gastroscopy, colonoscopy, and flexible sigmoidoscopy.

The build was funded by NHS England



Clinical matron Richel Oliver in one of the procedure rooms



Clinical matron Richel Oliver and deputy sister Sarah Oliver in the recovery room

and the unit has about 10 nursing and decontamination staff and two consultant endoscopists daily. There are two state-of-the-art procedure rooms, a spacious six-bed recovery room and two admission rooms.

Inpatient endoscopy services and GI therapeutic endoscopy procedures at Wexham will continue to run from the Lady Sobell GI unit.

Vaccine team rises to the challenge



10,000th vaccination

The Trust's Covid-19 vaccination hub has successfully completed its programme, delivering 42,210 jabs to staff, care home workers, patients and local residents. Within five months of the first patient being vaccinated, the hub at Wexham Park Hospital closed its doors after a sterling collaborative effort from different departments and volunteers across the Trust.

The Wexham Park facility was one of the first hospitals in the UK to deliver the vaccine, just after 8am on 8 December last year. Every day since, the team has vaccinated between 500 and 650 people per day, with barely a single dose wasted throughout the entire period.

Tracey Coulson, lead nurse for the vaccination programme, said: "We're so proud of how efficiently the programme ran and are extremely grateful to all those staff and volunteers who contributed to its success. It was a huge logistical challenge

to get it off the ground. From the day we found out we would be one of the main hospital hubs right through to the final dose, we had to meticulously plan everything to ensure we could protect as many people as possible."

In September last year, Frimley Health was advised it would be one of main hubs to

deliver the Covid vaccination. Initially, the programme focused on vaccinating staff but the guidance changed a couple of days before the hub opened, to include over-80s residents from the local area and care home staff.

One of the biggest challenges in the early stages was to identify a suitable space that was large enough to vaccinate several hundred people daily, with room to socially distance and a separate area for patients to wait for 15 minutes after their vaccination. The chosen venue was the Post Graduate Medical Centre at Wexham Park and that became the home of the vaccine programme for almost five months.

The first step was to identify the patient pathway, a temporary reception area was set up at the front entrance with sign-in stations and one-way barriers erected to direct patients to the right areas. Temporary private vaccination stations were assembled in the training room and the lecture theatre was transformed into a relaxation space where patients could be monitored in case of any adverse reactions. Even the building's kitchen area was used and was converted into a clinical area where the vaccine could be stored and transferred into the vials each day.

The planning and preparation continued right up to the 'go live' date with Deputy Medical Director John Seymour and Tracey Coulson leading the operation. Staff had to be sourced and then given special training in how to administer the vaccine and thousands of patients contacted with multiple lists drawn up for each day's programme.



20,000th vaccination



The final vaccine dose was administered to a Trust volunteer

Tracey explained: "Managing the process of the vaccine coming out of the freezer and using it up before it expired had to be really tightly controlled. Our bookings team was incredible dealing with the admin side. We had to manage the vaccine dosage against the number of bookings – we had to make sure there were just enough vaccines to give to the right amount of people. We didn't have any wastage and that was thanks to the incredible work of the bookings team."

The Trust's Pharmacy team, led by chief pharmacist Dennis Lauder, also played

a critical role in the success of the vaccination programme.

Dennis said: "We were the first Trust to take delivery of the vaccine on Saturday 5 December. The whole planning team came in that morning to see it arrive as it was such a momentous day. There were many complexities associated with storage and thawing the vaccine to get it ready for the vaccinators, we had staff pretty much working around the clock and I'm so proud of what we have achieved. As a Trust it's one of the greatest examples I've seen of so many departments and disciplines pulling together to make it work."

The vaccination hub was praised during a quality assurance visit undertaken by an external clinical commission group, which reported that "the team were a great asset



Launch day – Tracey carrying first dose



TV cameras filmed the first dose in December

and reflected the time and support invested in them to facilitate working effectively. The leadership was visible and consistent and undoubtedly contributed to the success of the hub."

More than 20,000 people received their Pfizer doses at the hub with the final dose administered on 30 April to one of the younger volunteers who had helped during the programme. For now, the doors are closed at the hub. But with the potential of a national Covid 'booster' vaccination being discussed for autumn, they may be reopened again sooner than we think.



Tracey holds a vial of the vaccine



Staff reflect on a year of Covid

Judith Gudgeon – consultant anaesthetist

"At the beginning none of us knew what to expect, everyone was very anxious both about their ability to cope and their own safety. Initially, I acted in a supporting role to my intensive care unit (ICU) colleagues to perform some of the daily care tasks to help the junior doctors. One of the most time consuming jobs was turning the patients, we turned seven to 10 patients a day and each time we did this we needed seven people. This put a big strain on the PPE, as we had to change between each patient to make sure infections weren't passed on. Sometimes 140 lots of PPE would be used in a day, just for that task.

"It was heart-breaking to see patients trying

to communicate with friends and family on phones and tablets. I had personal experience of how hard this was because my own mother was admitted to Lewisham hospital and it made me realise how important it is to hear from the medical staff every day."

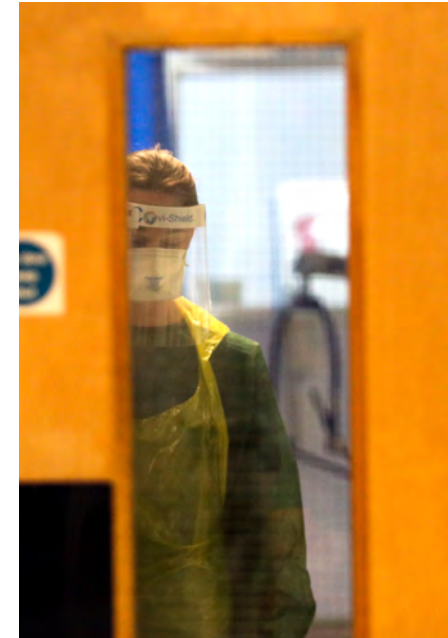
"The second wave was so much bigger than the first. We tripled the number of ICU patients and this put a huge stress on the trained ICU nursing staff. Frimley is a fantastic place to work. I have great colleagues and the management have been very supportive. The stresses have been huge. I have seen great sadness but also joy, from seeing a patient recover and be reunited with family. I bow down in awe to the amazing nursing staff I work with every day in theatre and ICU.

The camaraderie and support has been fantastic."

Sharon Burfield – deputy director of clinical education

"Despite there being times where it felt like a warzone, where we didn't know how on earth we were going to have enough beds and enough staff to look after the patients, the team, both within ICU and in the rest of the hospital, made the whole thing so much easier. Particularly in the most recent wave, the ICU staff were so positive, and just 'got on with it' without complaint, and still maintained their humour.

"The theatre and recovery staff worked hard to help us, and over the past few months have really become highly valued members of the team who make a huge difference



to us in being able to provide good care to our patients. Overall, it has been a humbling experience, and has really highlighted how well our staff live the Trust's values by working together, facing the future and providing excellent care."

Poppy Monks – student nurse

"As a student nurse, it was difficult choosing to opt in to an extended placement because I was worried about bringing the virus home but, at the same time, it felt like an incredible learning opportunity. I started my first placement last May and, despite being on an elderly care ward, I was really surprised when I saw a younger person. Everyone expects Covid-19 to affect elderly people and those with co-morbidities but this patient was young and healthy."

"I'm now on placement in intensive care and, for the first time, someone I'd been caring for passed away. We'd done everything we could, but they were just so poorly that they weren't going to get better. Their family came in and got to say their goodbyes but didn't want to be there when the person passed away. Another nurse and I held the patient's hand as they took their last breaths. It's right that they weren't alone."

"The nurses around me have been so supportive, asking me if I need anything and checking I'm OK. It's been really hard, but it's taught me so much. There's pressure, and at times it's been physically and mentally exhausting. But in a sense, it's also been empowering. When you're holding a dying person's hand in intensive care



during a pandemic, you don't feel like a student. You feel like a nurse. And I've decided I want to be an intensive care nurse."

Rachel Parsons – paediatric nurse

My face eaten away by the masks,
My personality dissolving.
Why did I want to nurse?
Why is it my calling?

It is not for being called a hero,
It isn't for the claps,
It isn't for the rewarding feeling,
It isn't for a pat on the back!

I am here to nurse to care for you,
When you are at your lowest,

Offer you the respect and care,
In your last moments give you solace.

I close my eyes and see your faces,
Not one of you forgotten,
Now I say goodbye after cleaning your skin
and carefully wrap you in cotton.

Words written in books to tell your ICU story,
Words spoken to urge your safe recovery,
Your NHS puppeteering your organs,
Battling the Covid inside you, deep
exhaustion.

Loved ones left grieving,
A nation caged in a depressive feeling,
However strong bonds will be formed,
The light will come with vaccines in
our arms.



Support for our teams on the Covid front line

After the challenges of the last 15 months, staff wellbeing and support has been at the forefront of our recovery plans. Read about just some of the projects and initiatives that have been put in place to support our workforce during Covid.

The return of Project Wingman and 'Wellbee'

Project Wingman is an initiative to create first-class lounges in NHS hospitals and is run by furloughed airline staff. It first landed at Frimley Health in the summer of 2020 when they set up lounges at Wexham Park Hospital and Frimley Park Hospital.

These lounges provided staff with a well-deserved rest area and were hugely popular, so it was sad to wish them Bon voyage last August when a number of the Project Wingman volunteers returned to work or moved on to new opportunities.

However, Project Wingman knew they wanted this initiative to be available long term. Launched in 2021, Wingman Wheels aims to provide the same first-class lounge experience, but on the road. Project Wingman kitted out a double-decker bus with all the equipment needed to help

NHS staff unwind and destress and hit the road, visiting NHS organisations up and down the country.

Frimley Health was lucky enough to benefit from Wingman Wheels and their trusty bus, fondly named 'Wellbee', in March 2021. Wellbee and her crew visited four of the Frimley Health sites over the course of two weeks and served over 1000 members of staff.

Serving cakes donated by the local community alongside other refreshments,



staff were able to take their breaks in the bus and benefit from the free magazines and relaxing space, or grab a coffee and cake to take away.

Ward Ambassador programme

In the height of the second wave of Covid a large number of our clerical staff volunteered to take part in our Ward Ambassador programme supporting our clinical staff.

Ward ambassadors could be asked to do any number of tasks, from completing administrative tasks to acting as meal companions for patients who struggled to eat by themselves.

One such ambassador was pastoral care coordinator Anna Murphy. Anna usually works with the Trust's chaplaincy team organising memorial services for bereaved families. But with large gatherings currently

not possible due to social distancing requirements, she was determined to help the Trust in other ways during the Coronavirus pandemic.

Anna volunteered to move into a support role on our wards and spent a few weeks carrying our administrative tasks on ward F11 at Frimley Park. Her duties including filing, printing, and making sure the staff and patients stayed refreshed with cups of tea and coffee.

While these don't seem like very large tasks they were integral to the smooth running of our busy wards during the height of the Covid crisis.



Anna said: "The staff were really appreciative of me being there and I was glad that I had been able to help."

Military support

Frimley Park Hospital has been working alongside its military colleagues at Joint Hospital Group (South East) for almost 25 years now. With almost 200 military staff onsite, the teams have worked collaboratively throughout the pandemic to provide outstanding care for the patients staying with us.

Dan Bradbury, Chief Operating Officer for Frimley Health said: "We've been working

shoulder-to-shoulder with JHGSE for almost 25 years and have built up a fantastic relationship with our military colleagues. The demands of the last year have been immense and have tested and reinforced the importance of the depth of our close links.

"We have been hugely fortunate to have them working alongside our NHS staff on the frontline during these challenging times – It's been a privilege to serve alongside them."

As part of a national government relief effort Frimley Health was also grateful to welcome 14 members of 1st Regiment Royal Horse Artillery across Wexham Park and Frimley Park hospitals.

The military personnel played a vital role



in helping the Trust to manage logistical challenges, as well as assisting our portering and housekeeping departments in moving equipment and managing our Covid measures, such as ward deep cleaning and bed movements.

Captain Sir Tom Moore's lasting legacy

The late, great Captain Sir Tom's motto "Tomorrow will be a good day" brought positivity to the nation during tough times and that positivity has been reflected in the wonderful legacy he left the NHS. It is thanks to donations from Captain Tom, NHS Charities Together and the local community to the Frimley Health Charity that the charity has been able to complete the first phase of our £450,000 staff room makeover programme.

Emma Carr, the charity's art and creative health manager, has led the project from day one consulting with staff across the Trust to ensure the rest rooms met with their department's specific needs. In just six months, 55 staff rest areas have been completely refurbished, some with new kitchens and with new coordinating furniture, décor and special finishing touches to promote relaxation.



External contractors carried out the work, with project management from the Trust's Capital team, and have done an amazing job completing the renovation on time and on budget, even with 14 extra rooms squeezed

into the original proposal. During the first phase of the project, we focused on those staff rest areas that were most in need of refurbishment. It was an intensely busy period in our hospitals, as we were at the height of the second wave of Covid, but the Capital team were able to minimise any disruption caused by the renovation work.

We are now moving on to the next phase of the programme which will see a further 14 staff rooms renovated, and we are looking at ways of fundraising to support further refurbishments across the Trust. The Frimley Health Charity has also been exploring several other potential projects, including looking at our community sites and suitable outdoor spaces in the hospitals' grounds.

Creating more outdoor space has been a fundamental part of the refurbishment programme. Giving staff the opportunity to enjoy some fresh air in natural surroundings



during their breaks is so important for their wellbeing.

One of these wonderful spaces is our Wellbeing and Sculpture garden at Frimley Park Hospital, which was completed in June, and has already been given a royal seal of approval! When the Earl and Countess of Wessex visited the hospital on International Nurses' Day they came to the garden to meet some of our nursing teams. Taking pride of place in the garden's entrance is a large plaque with Captain Sir Tom's motto – "Tomorrow will be a good day" – engraved on the front. The Earl and Countess took time to admire the plaque and commented on all the hard work that went into creating and designing the garden.

For more information about projects the Frimley Health Charity has funded, please visit frimleyhealthcharity.org

Your support can help improve lives at your local hospital

The work of the Frimley Health Charity helps to improve lives across all our hospitals for our patients, staff and visitors.

Your support helps us to get new projects off the ground, purchase the latest cutting-edge equipment in our drive for excellence, and create calm surroundings for our vulnerable patients and staff to aid the recovery process.

We rely on donations to fund our work and everything we do is only possible thanks to the generosity and support of people like you.

Funding specialist services, pioneering research and much more, every donation helps to support our incredible NHS staff at our hospitals and enhances the level of care we provide to thousands of patients and their families every year.

We are constantly in awe at the energy and creativity of our supporters. Whether you want to make a donation, join our lottery or take part in one of our fundraising events, we have lots of different ways you can support your local hospital.

Your support will help us realise our charity's vision of improving lives and

building a better community to deliver the best quality of care in all our hospitals across the Trust.

If you have any questions, or just want to chat about your ideas, please get in touch with our friendly fundraising team using the details below.

01276 604642
fhft.fundraising@nhs.net
www.frimleyhealthcharity.org

New appeal will transform hospital care for our dementia patients

At the start of the year we launched our new Dementia Appeal to transform the level of care dementia patients receive during their stay in hospital. The appeal aims to raise £1.1 million by 2023 and will fund a range of projects across the Trust's hospitals, so that dementia patients in the region will receive the best possible clinical and holistic care.

Initial donations raised from the appeal have enabled the transformation to begin on dementia wards at both Frimley Park and Wexham Park hospitals. One project already completed is a new refurbished 'dementia hub' at Wexham Park Hospital, which includes an activity and relaxation room and an outdoor space for patients

and their families. At Frimley Park Hospital, design changes have been made to the main dementia ward including covering the doors with a huge, floral vinyl print, which nursing staff say has had "calming effect on patients".

The appeal will be used for a continuous programme of improvements during the next two years, funding everything from digital screens and dementia clocks to upgraded sensory equipment and new outdoor spaces. Donations will also support more specialist staff training and fund two new activity co-ordinators who will be brought in on the wards to help with holistic care.

Ablen Dacalos, dementia lead at Frimley Health, said: "This will help us to provide equipment outside the scope of our NHS budget – it's about making little changes

that can make a big difference to patients.

"People living with dementia are highly vulnerable within the hospital setting and, at any one time, one in four of all UK hospital beds are occupied by a person living with dementia – all at different stages with individual needs. 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 during their stay."

Our vision is to set the national standard for excellence in patient safety, quality, and continuous improvement for people living with dementia. That is why we need you. Help us change the lives of dementia patients at your local hospital. For more information visit: frimleyhealthcharity.org/appeal/dementia-appeal/



Lottery funds rehab equipment for stroke patients

A new treadmill, funded via our weekly lottery, has been installed within Frimley Park Hospital's Stroke Rehabilitation Unit. The treadmill aids walking rehabilitation for stroke patients to help recovery, build endurance and improve the quality of their walking.

According to the Royal College of Physicians' National Clinical Guidelines, people who have suffered a stroke benefit from time spent in "task specific, walking orientated leg exercises with a cardiorespiratory focus" such as walking on a treadmill. Since its delivery, the treadmill has been in regular use and is fully accessible for patients with all levels

of mobility. Specialist physiotherapists have praised the new equipment, which can be used in a number of ways, either on its own, or with a weight reducing harness.

Judith Moss, Team Leader Physiotherapist in our Stroke Unit said "Patients really enjoy using the treadmill and it gives the physio team the opportunity to analyse and facilitate their walking pattern and work on improving it as much as possible.



The treadmill is a key piece of equipment that encourages long term exercise engagement and its health benefits."

Thousands of Frimley Health Charity supporters play the weekly lottery to help support projects that improve lives and experiences of patients and staff. Recently this has been stroke, breast cancer research, staff wellbeing, the Covid-19 response and dementia.

Lottery and Fundraising Officer, Kirsty North added "Many of our lottery players choose to sign up because they have had positive, personal experiences at our hospitals – either as patients or visitors. We have had a great deal of support for our Stroke Appeal this year and we're delighted to be able to fund such a beneficial piece of equipment to aid patients' rehabilitation."

People can sign up for the lottery for as little as £1 per week and have the chance of winning up to £10,000. For more information about the weekly lottery, please visit our website.

<https://lottery.frimleyhealthcharity.org/>

Run Frimley celebrates Hospital Heroes

It's Frimley Health Charity's longest standing fundraising event and this year Run Frimley is set to be bigger and better than ever.

Not only are there runners queuing up to enter from 2020's postponed race, this year it is being staged later in the season to ensure Covid restrictions don't affect the large-scale face-to-face event.

The date is set for Sunday 26 September for a 9.30am start and more than 1,000 people are expected to attend and enjoy the event in its entirety.

The venue and route will be the same as previous years, with the starting blocks and the finish line at the front

of Frimley Park Hospital.

Run Frimley is a fun family occasion comprising of a 10km road race and 2.5km fun run and fancy dress is strongly encouraged. The theme this year is Hospital Heroes in celebration of everything our staff have achieved during such challenging times.

Whether you are a first-timer planning on walking, jogging or staggering round the course, or a serious runner using it as a training run for a longer event, every person who participates will receive a medal for their efforts. There will also be special prizes for the top three finishers.

This year's event is in aid of Frimley Health Charity's Dementia Appeal with the aim of transforming the level of care dementia



patients receive during their stay in hospital.

Regardless of how fast or slow your pace is, what makes the event so popular is that every step you take will be helping to raise money for your local hospital, the patients, visitors and the wonderful NHS staff who work there. Enter online today on www.frimleyhealthcharity.org/event/run-frimley-2021

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

0300 6153206

or email

fhft.fundraising@nhs.net



An Epic transformation

Frimley Health is undertaking an ambitious programme to transform our care with the implementation of a new Electronic Patient Record (EPR).

Currently we have too many disconnected IT systems. This means we can find it difficult to track and monitor our patients' Frimley Health journey. With so many different systems and bits of paperwork it can take

time to find the right information, which can be frustrating for our staff and patients.

What's going to be different?

Epic is an integrated system that will create a single record for each patient. It will bring together our 280 different systems so we can provide a united patient service.

We will have a patient's full pathway at our

fingertips, including their medical history, latest test results and medications, no matter what hospital or community site we are in.

By being able to understand and plan for care better, we will provide the best possible advice to our patients.

In turn, our patients will no longer have to tell the same story to multiple clinicians and have the confidence that we are working on their care in a joined-up way across the Trust.

We will also be empowering our patients to manage their own healthcare through a new patient portal, where they will be able to safely and securely access their own medical data as well as interact with and contribute to it.

Our EPR is the biggest capital investment the Trust has ever undertaken, that will put us on the road to becoming an outstanding Trust delivering the best possible patient outcomes, safety and experience whilst supporting the delivery of our strategic ambitions.

Epic EPR goes live on 26 March 2022. It's time for all of us to get ready.



A new era of Excellence

Frimley Excellence has been established in the Trust to support staff to deliver Frimley Health's next era of progress, achievement and excellent care for patients.

We intend to do this by applying continuous quality improvement methods across all areas of our activity. It is an important part of delivering Frimley Health's strategic ambitions, helping to enable an outstanding trust delivering the best patient outcomes, safety and experience. We want to do this by investing in our people's excellence by providing training, coaching and support for individuals, teams and directorates to solve problems, innovate and improve

patient care and experience.

Our ambitious Future FHFT strategy outlines what we need to do to achieve our vision of being a leader in health and wellbeing, delivering exceptional services. Frimley Excellence will equip us for the pace and scale of transformation needed for us to be successful in our vision and is being used to help the Trust's big projects, such as the Epic electronic patient record and the new Heatherwood Hospital. But it is also being



used to support many other changes and improvement at every level, for example:

- Quality improvements in reducing falls, better urgent care, services for stroke patients and recognising when patients' conditions deteriorate.
- Training teams in FXIS (Frimley Excellence Improvement System) so they are continually focused on doing better for patients.
- Supporting the Trust's organisational objectives

It was also utilised to help us review our strategy in light of the impact of Covid, adapting it to changes and ensuring we take advantage of any benefits that have emerged. Frimley Excellence is only in its first year and is already influencing our transformation programme.

Welcome to our new Director of People

Frimley Health has welcomed a new Director of People to lead our vital and ongoing work to support, cherish and develop our staff.

Matthew Joint joined the Board of Directors at the end of June and will shape our strategy for putting our people at the centre of everything we do.

Matthew was previously Director of People at University Hospitals Bristol and Weston NHS Foundation Trust and has held a number of very senior corporate roles in human resources, including at international energy

company Centrica and infrastructure and engineering firm Amey Plc. More recently he was HR director at Royal Mail Group, responsible for more than 40,000 staff.

Matthew has extensive experience of major change initiatives in large organisations and expertise in talent management, leadership and development.

Matthew will drive forward our key strategic ambition of 'Supporting our people' to ensure Frimley Health is a great place to work where all our staff are enabled to be the best they can be, in line with the NHS People Plan.



Matthew Joint

New Heatherwood Hospital hits the home straight



Our new Heatherwood Hospital in Ascot

Our new Heatherwood Hospital at Ascot is now entering the final furlong and hitting the home straight.

The building itself is only the start and there will be a lot of work to do to get the hospital up and running. To equip and furnish it we are reusing as much equipment, furniture and IT kit as we can, but we have also had to invest in more than 16,000 new items from

operating tables to ride-on floor cleaners.

Working with our expert team of staff, we have tried to anticipate every need so we are ready to welcome our first patients. Our teams are running training events and walkthroughs to test certain scenarios, such as emergencies, as well as understanding the patient journey from the moment they come in for treatment, to the moment they are discharged.

We are also working with local public transport companies to ensure patients have easy access to the site and will be providing electric charging points in the car park to reflect the rise in the use of electric cars.

Getting the new hospital ready for patients couldn't have come at a better time. Like the rest of the country, we are looking at how we can reduce waiting lists for patients as we begin the recovery from the pandemic response.

The new Heatherwood Hospital will specialise in planned, non-emergency operations, diagnostics and outpatients and will have a key role to play in tackling waiting lists, with a focus on orthopaedics, ophthalmology, gynaecology and urology.

Director of Finance Nigel Foster, the executive lead for the project, said: "Getting a hospital ready for opening is a significant challenge and amazing opportunity.

"I continue to be impressed at the amount of detailed thinking going on in the team as we prepare to open. We are all looking forward to welcoming the first patients."

Meet our Pharmaceutical Repackaging team



This is the Frimley Health team helping clinicians to get commonly used medications to their patients as quickly and efficiently as possible.

The Farnham Pharmaceutical Repackaging Unit (FPRU) buys bulk stocks of prescription drugs from manufacturers and wholesalers then splits them into ready-to-use packs.

By accessing high-use drugs through their department's own stores instead of waiting for packs to be individually dispensed by Pharmacy, clinical teams can better support

patients as they leave hospital or prepare for an operation or procedure.

The unit, which is governed and inspected by the Medicines and Healthcare Products Regulatory Agency (MHRA), supplies Trust departments across our sites as well as other NHS organisations across England.

Jan Ingle, who has been production manager at the FPRU throughout its 40-year history, said: "We pack bulk pharmaceuticals into packages that are ready for patients to use, such as take-home medications issued by outpatient

clinics, day surgery units and emergency departments, so they don't have to go via Pharmacy. Instead, clinicians can have them ready with the instructions already printed on them, smoothing patients' discharge from hospital.

"The medications that we pack are those that are used over and over again such as courses of antibiotics, painkillers or drugs people need to take before they have a particular operation."

The FPRU is owned and run by Frimley Health but also sells pre-packed pharmaceuticals to 60 other hospitals on a commercial basis, covering the unit's costs and turning over a healthy profit for the Trust.

Medications are packed by a team of pharmacy assistants at the unit's warehouse on a Hampshire business park, with supervision and rigorous checks carried out by senior assistants, technicians and releasing officers.

The FPRU supplies all the drugs used by the London Ambulance Service and replenishes emergency 'crash' boxes for hospitals across the country – sometimes up to 60 per day.

Meanwhile, NHS England called on the 30-strong team to pack anaphylaxis kits in support of the national Covid-19 vaccination campaign. The unit also produced intubation packs to help meet the increased demand at Frimley Health during the pandemic.

Robots disinfect wards in seconds

Four autonomous robots that kill viruses in seconds have been put into action in Frimley Park and Wexham Park hospitals. The UVD Robots disinfect spaces more than seven times faster than manually operated cleaning machines and have allowed our hospitals to quickly change around ward spaces to cope with the fluctuating numbers of Covid patients.

The new robots, from Nesa Robotics, are fully autonomous and are controlled via an app on an electronic tablet. Standing 1.7 metres tall, the self-driving machines use ultraviolet light to disinfect everything in a 360-degree radius. The robots' tube-like appearance is made up of eight vertical bulbs which use concentrated UVC to destroy bacteria, viruses and other harmful microbes.

The robots have been in use at Frimley Park Hospital since the beginning of February, saving the housekeeping team hours of time.

One of Frimley Health's senior supervisors, John Phillips, said: "While we have fantastic cleaning teams, the beauty of the robots is the time saved. To disinfect a normal sized ward bay usually takes 45 minutes but they get the job done in six minutes.

"The robots have been invaluable, particularly when we started to restore more of our services when the number of Covid patients numbers came down.

"We've been able to turn around ward spaces much more quickly, knowing they'll be fully disinfected in minutes to ensure they're safe for patients."



Senior supervisor John Phillips with one of the new robots

Your communities

Our new regular feature in *InTouch* focuses on the communities that make up our Foundation Trust, giving you an insight into the communities and Trust governors who represent them. Here we feature the Guildford, Waverley and Woking constituency in Surrey, and Windsor and Maidenhead in Berkshire.

Guildford, Waverley and Woking

The Surrey boroughs of Guildford, Waverley and Woking have a combined population of around 375,000 and cover more than 260 square miles.

Guildford borough has the second largest population of Surrey's 11 districts after Reigate and Banstead at almost 148,000. About half of those people live in the town of Guildford itself.

Waverley, the largest of the three boroughs, includes the towns of Farnham, Godalming and Haslemere, as well as the large village of Cranleigh. It is home to an estimated 125,600 people. The borough takes its names from Waverley Abbey near Farnham, the earliest Cistercian monastery in Britain, dating back to 1128.

Woking is the smallest of the boroughs, covering 25 square miles. According to the 2001 census, 70% of the borough's reported 88,000 inhabitants lived in Woking town. The largest employer in Woking is the McLaren Group, which is responsible for both McLaren Racing and the McLaren Formula One racing team, and McLaren Automotive, which builds high-performance sports cars. The town's railway station is reportedly the busiest in the London commuter belt.

Interesting fact: Woking is home to the first purpose-built mosque in the UK, the Shah Jahan Mosque on Oriental Road, established in 1889.

Governor representing Guildford, Waverley and Woking

Sylvia Thompson

Sylvia pursued a successful career in clinical research and NHS management, serving as a non-executive director of an acute NHS trust for more than 12 years.



She says: "I am a passionate supporter of the NHS and, as someone with chronic health conditions, am a regular user of its services.

"Our incomparable NHS is about to enter yet another period of change. The use of the increased funding and the forthcoming changes in its organisation and management will be critical to its future success. I know that our Council of Governors will be instrumental in determining how Frimley Health travels through this while maintaining its position as one of the leading Trusts in England."

Foundation Trust membership in Guildford, Waverley and Woking: Population aged over 16 (eligible to be members): 169,771

People/percentage who are members: 1,306 (0.77%)

Windsor and Maidenhead

The Royal Borough of Windsor and Maidenhead spans approximately 76 square miles and is home to about 151,000 people.

The historic market town of Windsor is best known for Windsor Castle, one of the official residences of Her Majesty the Queen, which has helped to make the area a popular tourist destination. The Legoland Windsor theme park was built on the site of the former Windsor Safari Park.

The nearby town of Ascot is famous for Ascot Racecourse and its annual Royal Ascot festival, while Eton is home to Eton College, the independent boarding school founded by King Henry VI in 1440.

Maidenhead sits on the south-western bank of the River Thames and is considered one of the safest Conservative parliamentary seats in the country. It is currently represented at Westminster by former prime minister Theresa May.

Interesting fact: Windsor Castle is the largest and oldest occupied castle in the world. Founded by William the Conqueror in the

11th century, it has since been the home of 39 monarchs.

Governors representing Windsor and Maidenhead

Rod Broad

Our lead governor, Rod has lived in Maidenhead for 36 years and is a very active member of the local community. He had a strong background in business before retiring, notably with Thames Water and services and utilities firm Veolia.



He has served on a number of Trust working groups and committees and previously chaired the Community Engagement Group to improve links with our communities.

Rod says: "During the pandemic governors have continued to represent our constituents and we hope everyone found the "Your Governors" leaflet and introductory letters helpful. We are pleased with the Trust's response to the pandemic, especially how it has continued to invest in services such as the new dementia ward at Wexham Park and the ongoing development of the new Heatherwood Hospital."

Robin Wood

Professional accountant Robin says he became a governor because he wants to make a positive contribution in helping the Trust strive for excellence and continue to improve the services it provides.

He adds: "I am a local parish councillor and work on behalf of the local community to provide better services and facilities. I've lived in Ascot and Windsor for more than 25 years and I am passionate about the area. My family and I have been users of FHFT services so have practical experience of delivery of care, the good elements and also areas for focus."

Foundation Trust membership in Windsor and Maidenhead: Population aged over 16 (eligible to be members): 148,225

People/percentage who are members: 1,026 (0.69%)



Join our online Health Events

The calendar of regular face-to-face Health Events across our Foundation Trust constituencies is suspended due to the Coronavirus pandemic. We hope to restart these meetings in 2022.

In the meantime, we will continue to engage with Trust members and the wider public through our series of online Health Events, which include updates from Trust leaders and governors as well as presentations from our consultants. These will be held on the following dates:

28 July

5.30pm - 6.30pm

These online meetings will be advertised on our website www.fhft.nhs.uk/members together with a link to join each event.

We will also continue to email members with updates from the Trust.

If you would like to receive updates by email, please contact Sarah Waldron on **01276 526801** or email sarah.waldron@nhs.net with your email address.

29 September

5.30pm - 6.30pm

Scan this QR code on your mobile device to go straight to our membership page.



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

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

Jill Wakefield jill.wakefield2@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

Ann Smith ann.smith19@nhs.net
Mary Probert mary.probert1@nhs.net

Windsor and Maidenhead

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

Staff governors:

Frimley Park Hospital

Udesh Naidoo udesh.naidoo@nhs.net

Heatherwood and community hospitals

Michael Ellis michael.ellis1@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!