Members' magazine September 2023



A look back on 2022-2023 at Frimley Health

A year of successes for Heatherwood Hospital

New hospital announcement

Transforming care with our electronic patient record

Committed to excellence

Working together

Facing the future

Welcome from our Chairman and Chief Executive

The demands on the Trust over the last 12 months have been intense and we are immensely proud of the way our people have responded to the challenges we face, maintaining a strong focus on transformation to make sure our patients are receiving the best possible care.

We'd like to offer heartfelt thanks to our former Chair Pradip Patel, who stepped down from the Board in March 2023 after seven years of loyal service to the Trust.

This year, we have marked the first anniversaries of both the new facilities at Heatherwood Hospital (page 14) and Epic, our electronic patient record system (pages 18 and 19).

Despite a period of change we are now in an excellent position, bringing in more patients for elective surgery and reducing their length of stay in hospital, while also enabling clinicians to

make guicker and more informed choices about patient treatment.

Our world has changed in the last year, and in response our plans will change too. In May, it was announced that national funding has been approved to build a new Frimley Park Hospital as part of the Government's New Hospital Programme (page 6).

We have been working to address the risks of Reinforced Autoclaved Aerated Concrete (RAAC) that exist within the current hospital and a new state-of-theart facility will provide a safer and much improved environment for patients and staff.

a our digital capability

The success of Frimley Health is truly a team effort and we are eternally grateful to our Trust Board, governors, our selfless volunteers, our Trust members, health and care partners, our military partner colleagues and of course, our fantastic teams. By continuing to work together, we can achieve our ambitions for the future.



Chair

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Chief Executive

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A year of successes for Heatherwood Hospital

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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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You can read more about Frimley Health's operational and financial performance in the Frimley Health annual report and accounts 2022-23, which can be found on our website fhft.nhs.uk/about-us/publications

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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Please recycle this magazine and help the environment



FHFT Strategy

The year 2022-23 was the third of our ambitious five-year strategy Our Future FHFT 2020-2025 which will deliver our vision: To be a leader in health and wellbeing, delivering exceptional services for our local communities.

Though our vision has not changed, our landscape has changed and we believe a strategy is only useful if it has been designed in the environment it will be used in. With the recent announcement of funding for a new Frimley

Our vision is underpinned by our Trust values:

Committed to excellence

Our values are supported by six strategic ambitions, which filter through into the plans for every department and team in the Trust to ensure we can work together to achieve our vision:





Making our money work

Our Future FHFT describes how we will create an exciting future where Frimley Health builds on previous successes to continue as one of the best performing trusts in the country. This involves working together with

outcomes for all. Our strategy demonstrates a clear desire to continuously improve the

We have delivered improvements in care through some key projects this year, which all contribute to our vision of being one of the best NHS trusts in the country. These include:

Maintaining the momentum of some of our long term programmes of work, including the official royal opening of Heatherwood Hospital, our £100m planned care centre of excellence, which has now been welcoming patients for over a year.

Our electronic patient record (EPR) system, Epic, has also passed its first year anniversary and has brought over 260 different processes and computer

systems into one single platform. As we continue to embed new ways of working, we have seen a long list of improvements in how we operate.

The Frimley Excellence programme of continuous quality **improvement** strengthened the impact of our patient safety improvement work, particularly through supporting improvements in managing our deteriorating patients

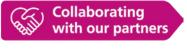
Park Hospital, our environment has changed, so in the coming months we will continue to work on our objectives while we revise our strategy to fit with our new plans.

Working together

Facing the future



our partners in health and social care, tackling inequalities to improve health



Advancing our digital capability

quality of care for our patients, by making our money work better so we can invest in medical and technological advances and continuing to support our teams with focus on wellbeing, recruitment and retention.

with better response times and fewer ward-based cardiac arrests.

Our Every day matters (EDM) programme was designed to help every patient return home safely as quickly as possible, by eliminating all the potential delays that are in our gift. We have seen early programme success, with improvements measured through the new EPR system.

Four-hour target for emergency care

Following the end of a national pilot, Frimley Health is once again reporting against the national four-hour urgent and emergency care standard.



It means patients who attend our emergency departments (EDs) should be seen, treated and either discharged, admitted or transferred to another place of care within four hours.

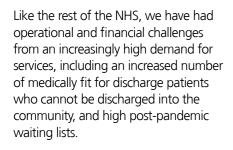
We are working collaboratively to increase capacity in our hospitals and ensure patients receive safe and timely care in the most clinically appropriate setting, both across teams within the Trust and with our health and care partners, including ambulance services, GPs and social care providers.

Working this way means we can reduce avoidable attendances, improve flow through our hospitals and services and help patients to go home as soon as it is safe for them to do so.

Caroline Hutton, Frimley Health's Chief Operating Officer, said: "Our emergency clinicians are among the very best at providing urgent, life-saving care. But our EDs are not the best place for someone who no longer needs the specific clinical care that the department provides. It's important that patients only come to ED when they really need to and that they remain in the department for as short a time as is safe."

Every day matters

Our Every day matters (EDM) programme launched in September 2022 and has been a significant focus for us, aiming to help every patient get home safely as quickly as possible by eliminating potential delays.



EDM provides opportunities for everyone in the Trust to look at how they can support the programme. Our clinical teams focus on key activities to improve efficiency, such as sharing regular care updates with relevant colleagues in other teams, reviewing discharge plans to ensure people can go home as soon as they are able to and making early contact with the pharmacy to have any take home medicines ready. Non-clinical colleagues can become a 'ward buddy' to help make improvements through



activity such as escalating long-standing IT issues, highlighting inefficiencies and sharing learnings from other wards where things are working well.

Despite a challenging period for the Trust there has been early programme success. The Trust's electronic patient record (EPR) has been used to measure the improvements with further metrics recently added.

Our year in numbers

It's been another busy year for all of us at Frimley Health. Here's a quick overview of the Trust before we get into some key stats for the year.

We provide NHS hospital services for **900,000** people in Berkshire, Hampshire, Surrey and South Buckinghamshire, and deliver most of those services from three main hospital sites: Wexham Park Hospital in Slough, Heatherwood Hospital in Ascot, and Frimley Park Hospital near Camberley.



9,039 births supported by our midwives

Half a million

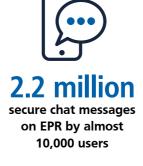
approximate number of calls taken by our Switchboard team







trees saved through reduction in paper patient letters since our new electronic patient record was introduced



Additionally, we provide outpatient and diagnostic services from Bracknell, Aldershot, Farnham, Fleet, Windsor, Maidenhead, and Chalfont St Peter, and we run community services in North East Hampshire, Farnham, and Surrey Heath.





staff employed by Frimley Health (on 31 March 2023)



2,000 cataract surgeries carried out at Heatherwood Hospital



58,000

maintenance jobs carried out by our estate and facilities teams



1,450 patients care for in 'virtual wards' in their own homes



Green light for a new state-of-the-art **Frimley Park Hospital**

In May 2022, the Government announced that national funding has been approved to build a new Frimley Park hospital. The existing 1970s building will be replaced with a stateof-the-art facility as part of the national **New Hospital Programme.**

The new hospital, which will be on a new site, will enable the transformation of services for patients and the local community. It will significantly improve patient care, experience and outcomes within an ultra-modern environment for the benefit of patients, visitors and staff.

Neil Dardis, Frimley Health NHS Foundation Trust Chief Executive, said:

"I am absolutely delighted that we have got the go ahead for this once-in-a-generation opportunity to improve healthcare for the communities we serve.

This much-needed new hospital will provide the modern and efficient environment our patients and

staff deserve. We plan to take the opportunity of the New Hospital Programme funding to develop the best healthcare facility in the country.

"Our ambition is to provide the highest quality urgent, planned and specialised care in the most modern environment, as well as deliver first class community care. We will ensure that all these services are delivered from a hospital incorporating the latest sustainability and environmental initiatives and cutting-edge digital technology. We are so excited to be leading this initiative that will transform the future of healthcare for people in and around Frimley."

A range of opportunities will be created for patients, staff, the local

Why do we need a new Frimley hospital?

Like many other public buildings developed at that time, Frimley Park was built with a type of building material known as Reinforced Autoclaved Aerated Concrete (RAAC) planks, which form the roof and walls and make up two thirds of the building structure.

After almost 50 years of activity, our Frimley Park Hospital building continues to meet high standards of care for patients and staff, but what was considered state-of-the-art building technology in 1974 is now

showing its age having exceeded its 30-year design life expectancy.

RAAC planks can deterioration due to things like water ingress, temperature change and excess weight from services on the roof. We have run an extensive programme of maintenance and repair at Frimley Park for more than ten years to give substantial protection.

In recent years, risks and issues have become apparent in buildings that have used RAAC planks elsewhere in the UK and NHS England published a mandate to all trusts constructed of RAAC to carry out annual surveys and implement a programme of works to keep patients, visitors and staff safe and eradicate every plank by 2030.

We will continue with our programme of survey and repair until the new hospital is available. We are partnering with structural engineering and construction experts to proactively manage the risk and our staff are vigilant to any signs that further work may be needed.



community and other stakeholders to be involved and engaged in all stages of the new hospital development, and plans will include:

- An increased proportion of single en-suite rooms and more beds in an improved environment to better meet the needs of the local population.
- Improved and extended facilities that will enable more patients to be diagnosed and treated in the same visit.
- More state-of-the-art operating theatres to treat more patients.
- Smart use of the latest digital technology and IT infrastructure to greatly improve the experience of patients and staff.
- A host of environmental benefits including improved energy efficiency and sustainability.
- The latest designs and best practice for infection control.
- Careful location of services within the building to improve patient and visitor movement, and group staff together to enable

better clinical outcomes and team working.

• Exciting opportunities to increase the integration of primary and community care with hospital and secondary care across the wider Frimley Health system to better serve patients.

Frimley Health's clinical teams and advisers have recommended that a new site should be found for the new hospital to avoid the significant disruption to patients, services and staff that would be inevitable if an attempt was made to redevelop the current site. This would require a phased demolition and rebuild over many years on a site which is already overly congested.

Frimley Park Hospital needs to be replaced because the concrete it was built with in the 1970s has been found to be susceptible to deterioration over time. The Trust has an extensive, but costly, surveillance and safety maintenance regime in place to ensure safety and minimise risk.

The Trust's new hospital bid was supported by Frimley Health and Care Integrated Care System whose Chief Executive, Fiona Edwards, said: "Replacing Frimley Park Hospital, with its deteriorating concrete, is a key priority for our integrated care board and will help support our ambitions to create healthier communities. I look forward to working with the Trust to maximise the wider opportunities to increase the integration of secondary, primary and community care. In particular we will develop delivery of therapeutic and rehabilitation services, so we can also deliver more care closer to home, see faster patient recovery and therefore earlier patient discharge."

Neil Dardis added:

"These are exciting times for our teams and everyone in our local community. We look forward to engaging with our patients, staff and all our stakeholders as we develop our plans for the Frimley Park Hospital of the future."

Improving quality for patients

£1.7m intensive therapy unit expansion unveiled

The intensive therapy unit (ITU) at Wexham Park Hospital underwent a £1.7m project to improve the isolation facilities where we care for our critically ill patients.



The work took five months and was completed in December 2022, transforming an area previously used as an open office and a general store. As part of the project, a new office has been created in a vacant area of the corridor, providing extra work space alongside the clinical facilities.

The need for isolation facilities at both Wexham and Frimley intensive care units was identified following the Covid pandemic and the capital projects team worked hard to install the required electrical and mechanical services. These included isolated bed spaces, new heating, cooling and ventilation, domestic hot and cold water, medical gases and a complete replacement of the nurse call system.

Our waggingly-wonderful PAT pack

Thanks to our incredible voluntary services team and the Pets As Therapy (PAT) charity, we now have six gorgeous dogs who visit our hospitals.

Yogi the Australian labradoodle and Rudi the Hungarian wire-haired vizsla are now regular visitors to Frimley Park Hospital, while patients and staff at Wexham Park Hospital continue to enjoy visits from Rocket the labrador and Betty the cocker spaniel.



Denver, a cross German shepard/husky, is now a welcome visitor to patients and staff Farnham Hospital, while Sheba, a Central Asian shepherd dog visits those at Heatherwood Hospital.

Therapy dogs have been proven to reduce stress, promote healing, lower blood pressure and lift spirits. Each

dog-and-owner team comes to the hospitals on designated days of the week, visiting patients and staff. People can request visits from our furry friends and the dogs go through a vetting process with the PAT charity to ensure they can work in the hospitals effectively.





Extensive refurbishment transforms cardiac laboratories

Frimley Park Hospital has undergone an extensive £2 million modernisation programme to its two catheter laboratories (cath labs), dedicated areas used for the investigation and treatment of cardiac conditions. The refurbishment allows more electrophysiological work, where we test for abnormal heartbeats and arrhythmia, to be carried out locally instead of using tertiary centres in London.

The labs have been fully modernised with a state-of-the-art room specification, featuring new equipment and conference facilities

to enable the team to stream live sessions and run educational courses for organisations around the world.

Rob Cheeseman, cross site project lead for cardiac cath labs and clinical investigations said: "After a recent upgrade of the cath labs at Wexham Park Hospital, this has been another important investment for Frimley Health, bringing the latest technology and equipment to increase our scope of electrophysiological work and improve care for our patients."

Parkside suite reopens after revamp

The Parkside private patients' suite at Frimley Park Hospital has 26 long stay beds for patients recovering after surgery. For some time, the space was used for patients with Covid-19, but as we returned to postpandemic care delivery, we took the opportunity to refurbish the ensuite single rooms to create a more comfortable rehabilitation area.

William Southgate, 92, from Bracknell, was one of the first patients to stay at Parkside after the refurbishment and he said: "The suite is beautiful:

bigger than I expected, and very light and spacious. The staff have been so helpful and their smiley faces have taken away some of the anxiousness."

Parkside manager Emma Aherne said:

"We are delighted to be back. We are a leading NHS provider of private patient services and the number one provider outside of London."

All profits from the Parkside suite are reinvested into Frimley Health's NHS services.

Maternity 'clean sweep' on safety

The Clinical Negligence Scheme for Trusts' (CNST) maternity incentive scheme is now in its fourth year, and we were delighted to hear that our maternity teams made Frimley Health one of only 63 (out of 122) trusts to meet all 10 of the safety actions.

Lorna Wilkinson, our Chief of Nursing and Midwifery, described the achievement as 'a true team effort'. as teams demonstrated excellence in areas such as workforce planning, in-house training, patient feedback, transitional care, safety champions and the use of specific care bundles.

The CNST is part of NHS Resolution and handles clinical negligence claims against member NHS bodies. All NHS trusts in England currently belong to the scheme with its costs met by membership contributions. Trusts which meet all 10 safety actions for the year recover their contribution to the CNST maternity incentive fund together with a share of any unallocated funds.





Celebrating 75 years of our amazing NHS

Sue, from Yateley, was born on 5 July 1948 at Winchester Hospital on the first day of the NHS. She joined in Frimley Health's NHS75 celebrations and met tiny Amalie born at 5.30am on the same date, exactly 75 years later - and her mum Chelsy who turned 29 on 5 July too.

Staff across Frimley Health marked the day with celebrations including NHS75

'Big Tea' events, Bake Off competitions, the opening of an 'NHS75 garden' at Wexham Park, the unveiling of new outdoor artwork at Frimley Park, and ice cream van visits as a thank you for staff.

Five award-winning members of staff also attended a special NHS75 service at Westminster Abbey, and our chief of service for medicine Dr Gareth

Roberts, went to an NHS75 reception at 10 Downing Street, rounding off a collection of special events to mark this wonderful occasion.

A heartfelt thanks go to our Frimley Health Charity who helped make our NHS birthday celebrations so special.

Recognising exceptional care through the DAISY and Tulip Awards

Frimley Health has launched two new awards to recognise the phenomenal work our nursing, midwifery, nursing associates and health care assistants (HCA) do.



The DAISY Awards is led by the DAISY Foundation, which aims to help nurses, midwives and nursing associates 'remember the unforgettable impact their care has on patients and families'. The Tulip (Touching Unique Lives in Practice) Awards is a Frimley Health initiative to celebrate health care assistants who go above and beyond to support their patients.

Lorna Wilkinson, chief of nursing and midwifery, said: "I'm so proud of our nurses, midwives and health care assistants. It's great to highlight

the incredible work they do and say thank you to individuals who go that extra mile."



Project Wingman makes a return flight

The Project Wingman wellbeing bus returned earlier this year, providing a welcome respite for staff at Frimley Park, Wexham Park and Heatherwood hospitals.

The project was set up during the Covid-19 pandemic when staff were treated to a 'first class lounge' experience by cabin crew and pilots. At our community sites, which the wellbeing bus couldn't visit, teams were given special wellbeing goody bags.

This year some of the crews returned, encouraging staff to take a short break and recharge with massage chairs, coffee machines, cold drinks and snacks, with resources on wellbeing and emotional health available. More than 1,300 staff

"We loved how friendly everyone was and we really felt so happy when we left the bus; such a kind, warm service."



NHS Pastoral Care Quality Award

Frimley Health achieved an NHS award for the support provided to our highly-valued internationally educated nurses and midwives.

The NHS Pastoral Care Quality Award recognised our work in international recruitment and how we support new staff joining the Trust from overseas.



Heartfelt thanks for hospital volunteers

To achieve the award, we met standards developed with regional and international recruitment leads and international nursing and midwifery associations. Our support includes a Pastoral Passport detailed information booklet, in-house training and support for staff taking their objective structured clinical examination, as well as buddy schemes, social events, cultural awareness and wellbeing sessions.

Dr Pippa Skippage, director of clinical education at Frimley Health, said: "The safe arrival, induction, and provision of support for new staff joining the Frimley Health family is the number one priority for our international recruitment."

We have 878 professional, committed and enthusiastic volunteers who provide more than 2,630 hours of support each week. This selfless team is vital to the success of our services, which is why in December, we shared a special afternoon tea 'thank you' event at Ascot Racecourse.

The Trust Chair at the time was Pradip Patel and he was joined by Chief Executive Neil

visited the bus at Frimley and one wrote:





Soaking up the atmosphere at the King's coronation

Three Frimley Health staff were involved in the King's coronation celebrations in June. Wexham Park coronary care unit ward clerk Kuldeep Brar and senior sister Kayleigh Warden watched the King's coronation parade, while Sarah Sinclair, a health care assistant on Frimley Park's SADU, joined a coronation garden party attended by the King and Queen.



Kuldeep won tickets to the parade in a draw for NHS staff and took Kayleigh along to share the 'once in a lifetime experience'. Kayleigh said: "Watching the procession felt magical and having the King and Queen wave at us as they passed in their carriage was a memorable event that we will cherish forever.'

A colleague nominated Sarah to attend the garden party. She said: "I never expected to be recognised for what I do. I absolutely love my job, the feeling when



you see someone get better or feel better is second to none."

Dardis to express their gratitude to our volunteers in some entertaining pre-tea speeches. The Lord Lieutenant of Surrey, Michael More-Molyneux, was also there to join the celebration.

Our volunteers make such a difference to our patients, from driving buggies, assisting at mealtimes, wayfinding, delivering medicines, collecting wheelchairs and so much more.



Collaborating with our partners

Heathlands – one year on

Heathlands, our intermediate care unit in Bracknell, celebrated one year since opening to patients in March 2022. Owned by Bracknell Forest Council working in partnership with Frimley ICB, the 20-bed facility occupies the second floor of the Heathlands building and provides us with extra capacity and care for local patients.

Heathlands supports patients coming out of Frimley Park, Wexham Park and the Royal Berkshire hospitals as they rehabilitate before returning home, playing an important role for those living in the local area. Led by Frimley Health's unit manager, Beth Spickett, there are 26 multi-skilled staff based at the facility, including rehabilitation nurses, therapy technicians, physiotherapists and occupational therapists.

Beth said: "For patients who are medically stable but are not managing at home and may be approaching a time of crisis, they can be cared for at Heathlands rather than going through the process of being admitted to hospital. We've made a huge difference to patient experience and we try to reduce some of the pressure on our acute hospitals."

The unit at Heathlands has received high praise from patients since it opened.

Gillian George from Crowthorne said: "I've always believed that the more you lay down, the worse you are, and because I'm being looked after so well, I'm walking around and slowly getting my independence back. I also have my own room with a view and the food is lovely!"

Another patient, Bob Baxter from Sunningdale, said: "The unit at Heathlands has been brilliant, the staff are exceptional and the progress I have made since I came here is remarkable. I feel lucky that I am one of the patients who got referred here just after it opened."

The intermediate care unit is part of Frimley Health's wider plan to work collaboratively with partners and offer improved care to patients in the community. Together with the other community facilities in Farnham and Fleet hospitals, we have also introduced the Urgent Community Response Service and the award-winning Hospital@Home service, which now covers the whole of the Frimley Integrated Care System region, providing acute medical care in patients' homes.

New app to help getuBetter

Earlier this year a free app called getUBetter was launched to help people in the Frimley Health and Care area with musculoskeletal (MSK) injuries manage their symptoms at home. Designed by emergency care clinicians and checked by GPs, physiotherapists and orthopaedic consultants, the app delivers evidence-based advice to patients.



The getUBetter app offers help with common muscle, bone and joint problems, including back, back and leg, neck, shoulder, hip, knee, ankle pain and soft tissue injuries.

Dr Lalitha Iyer, chief medical officer at NHS Frimley, said: "The app is safe and easy to use and provides a personalised recovery tailored to how the patient is feeling. The app does not replace the health service but works

alongside it to ensure patients get the support they need."



New Wexham service supports patients after discharge

This year we launched the new Frimley HomeLink Service at Wexham, a collaboration between Frimley Health and HomeLink Healthcare, working together to provide a specialist follow-up service for Buckinghamshire patients who are discharged from Wexham Park Hospital and require ongoing care in their homes.

The Frimley HomeLink Service team includes experienced physiotherapists, registered nurses and healthcare support workers, who are available seven days a week to deliver safe, high-guality services to patients in the community. By working in partnership with HomeLink, the new team provides 'out of hospital' care to help prevent some patients being re-admitted to hospital and enable others to go home more quickly.





Have an 'appy' pregnancy with the **Maternity Plan**

The Maternity Plan app is now available to help women navigate their pregnancy journey with Frimley Health. The app was developed by the local maternity and neonatal system (LMNS) and is being used solely by women under the care of Frimley Health's community midwives.

It is a digital journal where women can record their feelings or concerns, store key contact information, track appointments and find important information to plan and support their maternity care, as well as signposting them to advice on the Frimley Health and Care website.

Katie Watkins, LMNS midwife, said: "We're delighted to have launched our app, which gives pregnant women more ownership of their care. Throughout their pregnancy, it will prompt them to consider different aspects of their care that they can then raise and discuss with a healthcare professional."



A year of successes for Heatherwood Hospital

It's been over a year since Heatherwood Hospital, one of the best planned care facilities in the NHS, was completed and eight month since its official opening by HRH Sophie, Duchess of Edinburgh. It's already delivering fantastic results for patients and staff.

Hubs like Heatherwood exclusively perform planned surgery and mainly focus on high volume, low complexity (HVLC) surgery such as orthopaedics, ophthalmology, gynaecology, and urology. This means patients have to

wait less time for surgery, more people can go home on the same day and we are delivering a better overall experience.

The Heatherwood team has also introduced innovative ways of working, such as orthopaedic 'super weeks' where a range of teams come together to test how many patients can be treated in a week to help reduce waiting lists. The orthopaedic team had a recordbreaking week in July, performing 101 joint replacements in just six days (three times higher than the average week) with 54% of patients safely discharged within 24 hours of surgery.

In July 2023, Heatherwood became one of only a handful of hospitals in the country to become accredited under the Getting It Right First Time (GIRFT) scheme run by NHS England and the Royal College of Surgeons of England, which ensures the highest standards in clinical and operational practice.

Dr John Seymour, Frimley Health's deputy medical director said:

"The fact that Heatherwood has been accredited just over a year after opening is recognition of clinical and operational excellence. It shows how the positive culture there has been a huge contributing factor to Heatherwood's overall successful performance."

Steve Long from Lightwater came to Heatherwood for an endoscopy and said: "I think Heatherwood is a real asset. I'm very grateful to be part of this NHS system which I've found amazing. The level of communication has been absolutely first class. It's so good to have this facility local to us, it's an absolute gem!"

Changing Places at Frimley Park

Frimley Park Hospital opened its very own Changing Places toilet for patients and visitors to use, thanks to funding from a local authority grant.

This is the second facility open for Frimley Health, with one already in use at the new Heatherwood Hospital in Ascot, plus a third Changing Places toilet planned for Wexham Park Hospital in Slough.

Learning disability liaison nurses Emily Francis and Natasha Mullender were instrumental in the project, and Emily said: "We're very excited to get this open so that people can attend to their personal care needs with dignity when they are out and about."

Ian Penfold, from Frimley Park's Disabled Patient and Carers Forum, said: "We can now offer patients and the local community accessible toilet facilities, whatever their needs. Well done to everyone involved."



In its first 16 months, the team at Heatherwood has:

- Performed around **20,800** procedures (**1,300** each month)
- Carried out more than **3,500** cataract operations
- Significantly **reduced** waiting times for cataracts surgery
- Introduced a one-stop service for skin cancer
- Performed around **8,640** endoscopies (**540** each month)
- Reduced average length of stay for hip and knee replacement to just **two days**
- Safely discharged **40**% of joint surgery patients within 24 hours
- Carried out more than 1,500 hip and knee replacements
- Performed hundreds of gynaecology procedures

Cardiology community hubs to cut heart care waiting lists

The cardiology team has introduced three cardiology community hubs across Surrey and Berkshire to help patients get quicker access to non-emergency cardiac care.

The hubs in Farnham, Maidenhead and Upton in Slough provide diagnostic services and preventative cardiovascular care to help patients with predispositions to heart disease better manage their health.

This new transformational way of working is run by GPs who have training and ongoing support from our cardiology consultants, and our area is one of only a handful across the country to offer such a service.

Dr Lydia Sturridge, consultant cardiologist said:

"The demand for cardiology services is greater than ever and these new hubs bring the care closer to home. By collaborating with our GP partners we can ensure we get patients the right expertise, in the right place, at the right time."



Making our money work

Elm Block brings teams together

Frimley Park's new two-storey office building, Elm Block, welcomed its first occupants after staff moved into the modern, spacious facility at the end of 2022.



The ground floor is now home to our adult safeguarding, dementia, learning disability, discharge and Frimley Excellence teams. The first floor is



occupied by research and development and our military partners.

Building work began in May last year on land where our training rooms once stood at the rear of the Frimley Park site. The modular block forms part of our work to make the best use of space available inside the main hospital and in other accommodation on and off site.

Frimley Health dementia lead Ablen Dacalos said: "It's a better working space for the dementia team. With this move, the adult safeguarding, dementia, mental health, and learning disability teams are all in one room together, meaning we can collaborate more easily. We have rooms and areas we can use when we are talking about sensitive cases or where we can go to discuss confidential matters.

"It's important that none of our services stopped throughout this move. It was planned to ensure that our patients could still be seen, and from a patient perspective we've been able to maintain the same level of service delivery while working more efficiently on our planning and patient management processes."



Medical records block redevelopment begins

The exciting first phase of a transformational redevelopment of Frimley Park Hospital has started.

Our old medical records building will be demolished to make way for a new three storey modular building linked to the main hospital. This £47 million investment will include:

- 74 inpatient beds single rooms and four-bed bays
- Dedicated breast care diagnostic and outpatient unit – providing a 'one stop' service
- State-of-the-art imaging centre providing increased capacity and capability

Senior Responsible Officer New Hospital Programme Nigel Foster said:

"The new building is scheduled to be ready for use by late summer 2024, creating much-needed extra space, the latest equipment and a greatly improved environment for patients and staff.

"The additional beds will help us reduce elective waiting lists, better manage seasonal pressures and enable other ward refurbishments and remedial work for areas affected by reinforced autoclaved aerated concrete (RAAC)." Our year | 17





Electronic patient record system – one year on

When we launched our new electronic patient record (EPR) system, Epic, in June 2022, it instantly catapulted Frimley Health to be one of the most digitally advanced trusts in the UK, revolutionising the way care is delivered.

Like many other NHS trusts, we relied on paper records and IT systems with limited integration and capability,

"The EPR has enabled us to identify key risk factors and learning from incidents far quicker than we did previously, meaning actions to reduce the risk of incidents occurring can be put in place sooner."

VICKY GENTRY, INFECTION PREVENTION NURSE CONSULTANT

frustrated by endless paper notes and logging in and out of multiple systems to get the information we needed.

We always knew that delivering such a massive digital transformation would create challenges and would not go perfectly, and we know that for some of our staff and patients these last 12 months have been difficult as we sorted issues such as appointment bookings and how we use data. Thank you to all our patients and staff for bearing with us whilst we changed our ways of working.

Now with our patient records in one place, alongside improvements to safety and care using state of-the-art digital

"Epic has been game changing for reducing the amount of time that staff spend using multiple systems. For the first time all the information is in one place, accessible by all and in one record."

KEVIN PERCIVAL, CHIEF NURSING INFORMATION OFFICER

technology, all clinical services across our hospitals and community sites have been completely transformed, including:

Transforming services –

we record care notes at the bedside and on the go using workstationson-wheels and handheld devices, and take-home medication orders for patients are instantly sent to the pharmacy.

- Improving patient experience virtual wards allow high levels of care and monitoring of patients in their own homes, a self-service check-in process for outpatients, and the MyFrimleyHealth Record app enables people to access their records, manage appointments and communicate with our teams.
- Patient safety we can access a patient's medical history as soon as they arrive in hospital, support rapid decisions on treatment and provide more accurate and safer prescribing of medicines.
- Better staff experiences less paperwork and administration, easier and guicker referral for support from central teams and real time updates mean teams are better prepared and can spend more time caring for patients.

Highlights

MyFrimleyHealth Record enables patients to view their health information in one place. We were the first trust in the UK to enable 'Fast Pass' in the app for waiting lists, allowing patients to request an earlier appointment when cancellations or rebookings become available. More than 70.000 patients have signed up to MyFrimeyHealth Record and over 7,000 Fast Pass appointment offers have been sent to patients.

Virtual wards, a key NHS England ambition, have enabled patients to be treated in their own home with the same level of information as if they were in the hospital. Unnecessary hospital admissions have been

avoided, which is better for patients and a better use of clinical time.

We have a new way of making clinical notes and letters in Dragon Medical One (DMO), a state-of-the-art voice recognition system that converts voice to text directly in EPR that has improved the Trust's turnaround times for clinical documentation and saved money - replacing our old transcription service has saved around £20.7k per month.

that our vision is to be at the forefront of what the digital agenda can provide for the future – so far, we have barely scratched the surface of what

Health, where they can:

- View details of current appointments and book follow ups.
- View medications, test results, allergies and letters.
- Safely send messages to care teams.
 - Allow, with permission, for

Introducing MyFrimleyHealth Record

MyFrimleyHealth Record is a free app that provides patients with secure online access to their care at Frimley

Attend online consultations.

Productivity and efficiency –

Inconsistent, incomplete, and siloed information has been removed. and paper use has been reduced. Letter turnaround has improved, our booking centre is more streamlined and there is secure instant communication between clinicians.

This is just the beginning, and we know

parents, family members or carers to act on your behalf.

Simply download 'MyFrimleyHealth Record' from your device's app store or visit our website using your web browser: myfrimleyhealthrecord.fhft. nhs.uk

For support or more information, contact our MyFrimleyHealth Record helpdesk on 03006 141 360 or by emailing fhft.myfrimleyhealthrecord@nhs.net

our EPR can help us achieve. Longerterm benefits to quality, efficiency and finance will become more apparent as we continue on this digital journey and move closer to our goal of becoming one of the top 10 most digitally advanced trusts in the country.

260+ computer and paper-based ways of working have been turned into one electronic patient record system.

Our Infection Prevention Control team saves one hour a day previously spent trawling through IT and paper records.

We have seen a **78.3**% reduction in allergy related medication incidents since the introduction of our electronic patient record. Patient harms from allergy related medications incidents have dropped by **40%**.

Rover is a mobile friendly version of our EPR that over **4,000** of our nurses, porters and healthcare assistants use to manage patients on the go.

20m invested in digital hardware, including some 15,000 new devices.

Printing of A4 paper has more than halved (56% reduction) since the introduction of the EPR.

Improving patients' lives



In what has been one of the toughest fundraising environments we have faced for some time, we are proud of what the charity has achieved this past year.

Frimley Health Charity is devoted to transforming healthcare by providing funding for exceptional research, patient care projects, and staff wellbeing initiatives, and we

can only do this because of the amazing support we get from our local communities.

There have been so many highlights throughout the year. Our annual Golden Christmas Appeal was a great success, our Arts and Creative Health programme is having a positive impact and our charity lottery continues to grow. Here are some of our milestones from the last year.

Run Frimley 2023

We were excited to see over 1.200 runners take part in our annual Run Frimley event at Frimley Lodge Park in April.

Alongside our 10k and 5k routes, we introduced a hugely popular Colour Fun Run, allowing the whole family to take part.

The event village now has over 20 stalls and activities for people to enjoy and the Mayor of Surrey came along to start the races off, creating an incredible atmosphere on the day.

Thanks to everyone who took part and their amazing supporters, our fundraising total reached just under £50,000.

Planning for our 2024 event is already underway, you can sign up on our website: www.frimleyhealthcharity.org



New corporate charity partner

We were announced as the chosen charity of our new corporate partner RGA in December 2022, after an application from RGA colleague Dan Winter.

Dan's wife Susie delivered their daughter Piper two years ago by emergency caesarean section, and she was cared for at Frimley Park's neonatal unit.

As part of RGA's 50th birthday celebrations the company generously donated over £40,000, some of which has

been used to purchase a new ventilator on the neonatal ward.

The team has now committed to supporting us for the whole of 2023 and we are excited about some of their ambitious plans, including a wing walk. Certainly not for the faint hearted!

To learn more about our corporate partnerships, please contact Lorraine Clayton - Iorraine.clayton1@nhs.net



We were excited to celebrate the NHS' 75th birthday with colleagues from across the Trust paying tribute to our incredible workforce and the vital role charitable giving has played throughout health service history.



Our charity team chatted with patients and staff at Frimley Park, Wexham Park and Heatherwood as they handed out cake to celebrate the anniversary and sold raffle tickets to those who were feeling lucky.

We also organised ice cream vans to attend sites to say thank you to all our staff and held a bake off competition, with departments from all over the Trust taking part to be crowned star baker.

Mayor Amjad Abbasi came to the grand opening of our birthday garden at Wexham Park Hospital, which has been funded by the charity lottery to provide a space of calm and relaxation for staff.

Finally, we had over 2,000 pieces of bunting designed by local school children in a special competition, making our hospitals look fantastic and giving the judges a tough job to choose the winner!

How your donations help

From regular monthly donations, to sponsored runs or leaving gifts in your will, every person can play their part in supporting Frimley Health Charity.

By donating to your local hospital, you will help to provide specialist equipment and to drive life-changing

improvements in healthcare services. As an example, a recent generous donation of £14,000 from a local charitable trust allowed us to fund a GlideScope machine for the neonatal department at Frimley Park Hospital.

The new machine minimises trauma to the airways and leads to a shorter







Walk for Wards

We are excited to announce a new event on 17 September at **Black Park Country Park.**

By walking a picturesque fivemile route you can raise money for a ward that has helped you or someone you know, or perhaps in memory of a loved one.

This beautiful walk is surrounded by stunning countryside, and you can enjoy delicious refreshments at the beautiful San Remo café on the water in Black Park as part of your entry fee.

You can sign up to Walk 4 Wards on the Frimley Health Charity website www.frimleyhealthcharity.org

recovery time for our smallest patients. The donation also allowed for the purchase of a chair bed for parents to stay next to their babies in the neonatal unit.

If you would like to know more about philanthropic projects, please contact Kathryn Moore kathryn.moore25@nhs.net

Staff stories

She's a jolly good fellow

Katy Heaney, Point of Care Testing specialty lead, has been made an honorary fellow of the Academy for Healthcare Science (AHCS).

The honorary fellowships recognise outstanding contributions in a leadership role to healthcare science in the UK.

Katy, a consultant clinical scientist, was nominated for the work she carried out with the UK Health Security Agency (UKHSA) to roll out Covid-19 rapid testing during the pandemic. She built relationships with manufacturers, NHS England and Improvement, devolved authorities, scientific advisors and service providers to ensure that point of care diagnostics were rapidly deployed to emergency departments across the UK.



Oxford PAFTAs

Our staff had an incredible night at the Oxford School of Paediatrics annual awards ceremony (the PAFTAs) - collecting nearly all the top awards.

The Wexham Park paediatric training team were awarded:

- Trainer of the Year Johanna Aspel
- Upper School Trainee of the Year Rosie Harrison
- Lower School Trainee of the Year Kriti Sinah
- Non-Trainee Grade of the Year Karen Spence
- Head of School Award Domna Alexopoulos
- Overall Runner Up Prize awarded to the whole team

Dr Rekha Sanghavi, chief of service for paediatrics, said: "These awards emphasise the value we place on the everyday hard work that could go potentially unnoticed."

Nurse consultant collects MBE

Nurse consultant Suman Shrestha was invested as an MBE by HRH The Princess Royal in recognition of his services to critical care. Suman has worked in intensive care at Frimley Health for 21 years and is also a professional lead for critical care at the Royal College of Nursing (RCN).



During the pandemic, Suman trained more than 400 redeployed doctors and nurses in critical care, as well as contributing to the development of national Covid-19 guidelines and strategies.

Suman, who was accompanied by his wife Susan, 11-year-old son Lucas and dad Bishnu, who is a retired Gurkha officer, said: "It was a very memorable day and something I will treasure for the rest of my life"



Volunteer Maureen going strong at 90

As one of our longest serving volunteers, Maureen Vaughn has supported staff and patients at Frimley Park Hospital for over 17 years and our voluntary services team helped to celebrate her 90th birthday in May.



Maureen has spent most of her time volunteering in the eye clinic, helping patients and their families to complete our surveys, and she has also featured on many of our hospital posters over the years. When asked why she has volunteered at Frimley Park for so long, she said:

"It's the people; the staff, the patients and the volunteer team. There is such a community here."

Community matron awarded Queen's Nurse title

Twenty-seven years after joining the Trust as a housekeeper, senior community matron Kelly Gray has become the first ever Frimley Health employee to be awarded the title of Queen's Nurse (QN).



Announced by the Queen's Nursing Institute, the title 'provides formal recognition of the nurse's commitment to improving care for patients'. Kelly joins a small number of other community nurses, health visitors and midwives representing Hampshire.

As a Queen's Nurse, Kelly will be part of the professional QN network with access to developmental programmes, bursaries and a range of learning and leadership opportunities. Kelly said:

"I'm really proud to be awarded the Queen's Nurse title. This opens so many doors and we will have access to the institute's research and different services to further improve care for patients."



Consultant nurse Joanne King said: "The AIR team has worked hard to shape respiratory care which is clearly demonstrated in these outstanding results."



Respiratory team goes green in national audits

Our multidisciplinary adult integrated respiratory (AIR) care team is one of only six in the UK to be awarded green across the board in both the National Asthma and COPD Audit programme (NACAP) and the NACAP Pulmonary Rehabilitation programme. The two audits assess how well services are delivered to respiratory patients.

The areas assessed include patient access to a severe asthma service, whether teams conduct assessments for home-based pulmonary rehabilitation programmes and whether all patients with an asthma or COPD exacerbation receive specialist advice within seven-days.

The team consists of specialist nurses, physiotherapists, physiotherapist technicians and administrators, managing services alongside consultant respiratory colleagues. During 2022/23, the team cared for more than 6,700 patients, with a further 1,000 attendances at pulmonary rehabilitation classes.



2022/23 ANNUAL MEMBERS' MEETING

📰 Date: 26 September

Time: 6:30pm - 8:00pm (Open from 4:45pm)

Place: Royal Windsor Racecourse, Berkshire, SL45JJ

Scan to register and find out more



WE'RE BACK IN PERSON

At this year's annual members' meeting we'll be sharing some of our 2022/23 Frimley Health highlights, as well as insights into what's to come in the coming year.

You'll also have the opportunity to engage with some of our staff, exploring a selection of featured services in our marketplace.

- Volunteers
- Sustainability
- Dementia care
- Understanding strokes
- Cardiology Nursing
- Meet our governors

- Arts and creative health
- Alcohol awareness
- Physiotherapy
- Cancer services
- Lung health check programme
- and many more