

intouch

Members Magazine October 2017

“I owe my life to a stranger”

Transplant survivor
Simon May shares his story

Also in this edition...

New Heatherwood Hospital a big step closer

Keeping our staff healthy and happy

Chief executive announces retirement

Spotlight on...

The team caring for patients with cancer

Welcome



I am delighted that another piece of our trust's vision – rebuilding our ageing hospital at Heatherwood in Ascot to create a state of the art diagnostic and surgical centre half way between our two main hospital sites – cleared a major hurdle recently.

We are so grateful for all the public support that our Heatherwood plans received, especially to those people who packed in to the planning meeting at the Royal Berkshire Hotel in August to show their backing. It was a classic example of people power in action!

So there is plenty to occupy Sir Andrew and his teams in the coming months: keeping the Heatherwood project on track, progressing other major building programmes such as the new emergency department at Wexham, and getting us in the right place for what looks likely to be another challenging winter, to name but a few.

You can read more about Sir Andrew on page 3, and there will be plenty of opportunities nearer the time to look back on his remarkable career at the trust. We will of course keep you updated when we know who his successor will be.

Sir Andrew will be a tough act to follow. But he has created a great platform for the next CEO to build on and take Frimley Health to its next level.

Pradip Patel
Chairman

At Frimley Health we are lucky to have one of the best and longest serving leaders in the NHS. Our chief executive Sir Andrew Morris's track record, in terms of developing a great place for our people to work in, a great place for all our patients' care needs and delivering results, is second to none. It was no surprise to us when he was recently named the Health Service Journal's number one CEO.

Last month we announced that Sir Andrew would be retiring from the trust in February 2018. We knew that after 43 years in the NHS, 29 of them leading this organisation, he would decide to call time one day.

The good news is that we will still have the benefit of his great leadership for a few more months, giving us the time to plan for his succession. And although Sir Andrew will be leaving the trust, he will continue in his role of leading the Frimley Health and Care partnership, to truly join up the way we deliver care at a system level.



On the cover

A lung transplant survivor and a donor family reveal why they are so passionate about joining the organ donation register. Read their stories on pages 6 and 7.

Coming soon

Health Event – Guildford, Waverley and Woking
Tuesday 17 October
Farnham Hog's Back Hotel Seale
Farnham
GU10 1EX

All welcome

Foundation trust office

If you would like to pass anything on to the governors or if you need an application form to join the foundation trust as a member, please contact Sarah Waldron:

Telephone:
01276 526801

Email:
foundation.trust@fhft.nhs.uk

Website:
www.fhft.nhs.uk

Foundation trust office:

Frimley Park Hospital
Freeport GI/2587
Portsmouth Road
Frimley, Surrey
GU16 5BR

Chief executive Sir Andrew Morris retires from his CEO post next year

Our chief executive Sir Andrew Morris has confirmed that he will continue to lead the transformation of the local care system when he retires from his CEO post next year.

Sir Andrew, 62, who has worked in the NHS for 43 years and is one of the longest standing and most successful hospital chief executives in England, announced to our staff and other colleagues in August that he will be leaving the trust after 29 years in charge in February 2018.

Last year he took on the task of leading the creation of the Frimley Health and Care Accountable Care System (ACS) in an unpaid capacity on top of his substantive post.

Sir Andrew said: "It has been a privilege to work for our local hospitals. For me, healthcare is a people business and I have worked with some outstanding colleagues. I am proud of what we have achieved together over the years."

Frimley Health chairman Pradip Patel said: "Sir Andrew's passion to provide the best possible service to our patients and to create a great place for our people to work in is legendary. In the short time I have had the pleasure to work with him, I have seen this at first hand and I have seen him work 24/7 to make sure that patients are given the best possible care and experience.

"The good news is that Sir Andrew doesn't retire until mid-February 2018, so we can still

continue to benefit from his great leadership of Frimley Health and plan for his succession.

"Sir Andrew will be a hard act to follow and I am determined to find the right person who can build on the legacy that he will leave behind."

Sir Andrew will continue to lead the ACS from April 1 2018, helping to pioneer the national drive for more integrated health and social care services. He will be employed by NHS England on a part-time basis.

He added: "The NHS has talked about integrated care for a long time but the way the system was set up made it hard to work collaboratively. Now we have a chance to make serious progress and we have to do it, not least for our growing older population. For me, this is unfinished business.

"We have already made great progress with the Frimley system and we have been identified as an area that can pioneer improvements the rest of the country can follow. I want to help make that happen. For our patients, it will mean more joined-up services and faster progress in areas that really matter - like making it easier to see a GP and getting faster access to mental health care."

Jim Mackey, chief executive of NHS Improvement, said: "Sir Andrew is a great example of what NHS leadership should be. He cares deeply about patient care, the service generally and the staff he leads, and



he displays NHS values in everything that he does."

We are now beginning the process of finding our next chief executive who can build on Sir Andrew's legacy. When the time comes we will be marking his four decades of dedicated service in the NHS and recognising his remarkable achievements and leadership.

Appearing in this issue...



Heatherwood plans clear major hurdle

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Transplant survivor who is loving life again

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Helping your hospital with a legacy gift

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Faith leaders unite to help boost organ donation

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Creature comforts for premature babies

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www.fhft.nhs.uk/about-us/about-our-members

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Councillors approve plans for new Heatherwood Hospital

Our ambitious plans to build a new Heatherwood Hospital in Ascot were approved by local planners at a packed public meeting.

Councillors from the Royal Borough of Windsor and Maidenhead voted overwhelmingly to support the scheme when they met on 22 August.

Scores of local people packed the meeting at the Royal Berkshire Hotel to show their support for the plans to preserve hospital services in Ascot for the long term. There were loud cheers when the planners voted in favour.

The £90m scheme would see a new planned care hospital built in woodland behind the current Heatherwood Hospital site in Ascot. Facilities include 40 inpatient beds and an eight-bed private patients' suite plus 22 day case spaces, outpatients and diagnostic services.

Sir Andrew Morris, chief executive of Frimley Health, said: "We have worked tirelessly with

planners over the last two years and engaged with the local community in order to finalise plans to build a new hospital in Ascot fit for the 21st century.

"We appreciate all the support received at the planning meeting and are really pleased with the outcome.

"This is great news for the trust, our patients and the staff who work hard to provide a fantastic service at Heatherwood Hospital."

"There are, however, still a few hurdles to overcome and we look forward to bringing our application to a satisfactory conclusion."

Janet King, director of HR and corporate services, said: "We are delighted that the Royal Borough has approved our plans to build a new Heatherwood Hospital, subject to conditions.

"Hopefully this decision will allow us to provide fantastic hospital services at the site

for the foreseeable future. It was a complex application and we are grateful to the Royal Borough for its careful consideration."

Once pre-commencement conditions are agreed, the council's decision will go to the Secretary of State to be ratified. We hope to start building work early next year, with the hospital opening in 2020.

Meanwhile, building works for the new emergency department at Wexham Park remain on track to be finished in 2019 and the hospital's £10m women's and maternity rebuild is due to be completed in late 2017.



Spotlight on Eden Day Unit

In a quiet corner of Wexham Park Hospital sits a light and spacious area. Patients recline on comfy chairs and a handful of small courtyards add bursts of colour.

Welcome to the Eden Day Unit which provides care to cancer patients in state-of-the-art facilities.

"There are over 200 different types of cancer," explains Siobhan Whittaker, the matron who oversees the unit as well as the inpatient Eden Ward.

"All our patients are fighting a unique battle against cancer. So we provide a tailored treatment plan and do whatever we can to make their time with us as comfortable as possible. Our staff are incredibly friendly and we have a lovely environment here."

The unit sees over 30 patients a day ranging from those who receive palliative care injections every six weeks to others who are on intensive daily chemotherapy sessions.

"Undergoing treatment for cancer can be the scariest time in a patient's life," says Siobhan. "When patients are first diagnosed and come to us, the first thing we do is talk about their options. They're given information from Macmillan and we discuss what will happen next."

Typically, chemotherapy treatment is given directly into a vein from a bag of fluid attached to a drip. Patients are free to either move around the ward or relax sitting down. Intravenous chemotherapy can last from one hour to a full day.

Alongside their treatment, patients are offered complementary therapies such as Indian head massage, aromatherapy and creative imagery. "These therapies can really

help relax a patient and make the time pass quicker," explains Siobhan.

The Eden Day Unit had a makeover at the end of last year and is now a bright and modern area. It's more than twice its original size and has 16 reclining seats which offer patients comfort during their chemotherapy. People are encouraged to bring along a friend or family member for support and there are water coolers, large televisions and a quiet area in which to doze or read.

"For those patients who are able to move around during treatment, we encourage them to take some fresh air in one of our courtyards," says Siobhan.

The outdoor areas that belong to the ward and day unit are themselves undergoing a makeover.

Recently a team of volunteers from Marks & Spencer spent a day cleaning up one of the gardens and another courtyard is due to be re-landscaped by local award-winning gardener Ryan Alexander. In addition, nearby Pinewood Nurseries have raised over £300 for the unit so staff can pop in over the year and buy seasonal plants and flowers for patients to enjoy.

For Siobhan, who's specialised in cancer nursing for over 15 years, every day at work is special. "I love my job," she says. "Oncology has always been my passion. But treating cancer is a challenge. I see patients when they are at their most vulnerable and frightened. It's my job to help them through and that is a real privilege."



Saved by a stranger's kindness

Simon May owes his life to a lung transplant. Now he is urging us all to join the organ donor register

Simon has the seemingly boundless energy and enthusiasm of a man with a new lease of life.

And that's precisely what he has after undergoing a life-saving lung transplant just 10 months ago.

Donor organs became available just in time for Simon, a cystic fibrosis (CF) patient at Frimley Park Hospital.

The genetic disorder had been ravaging his lungs for his entire life and his body was just days from shutting down completely.

But with new lungs came a new start – including a new home and a new job - and the 35-year-old is determined to live life to the fullest.

He is already playing tennis again, working out at his local gym and he is itching to get back on the ski slopes as soon as possible.

He is also urging as many people as possible to sign up to the NHS Organ Donor Register and offer the gift of life to others in need.

There are currently more than 6,000 people waiting for a transplant.

Simon said: "If the person who donated these lungs hadn't made it known that they wanted to be an organ donor then I probably wouldn't be here today.

"If you are willing to accept organs to save your own life, surely you should be willing to donate organs to help other people?"

"If the organs are available, there are always transplants that can be done and lives that can be saved."

When Simon first arrived into the world in 1982 his prospects did not look good.



Within hours of his birth he was diagnosed with CF, which can clog the lungs and digestive system with thick, sticky mucus, and his parents were told devastating news.

The condition was likely to claim his life before he even reached his teens.

"Mum and Dad were told to love me while they had me because it wasn't going to be for long", says Simon.

But throughout his life Simon has been determined to beat the odds and during his childhood he refused to let his CF hold him back.

At the age of three his care was transferred from Southampton to Frimley Park Hospital, closer to his family home in Bentley, Hampshire.

And growing up, Simon threw himself into sport at school, including rugby, cricket, football, tennis and golf.

"I was encouraged to be as active as possible because that can only be good for strengthening the lungs," says Simon.

"I was very fortunate because for the first 15 years of my life the only CF problems I had were with my gut.

"I had major stomach surgery seven or eight times to remove food blockages, because with CF the pancreas doesn't work properly and I had problems digesting food.

"I knew that at some point my lungs would deteriorate so I wanted to make use of them while I could."

After graduating from Exeter University with a bachelor's degree in English and a master's in

creative writing, Simon moved to London where he forged a career in public relations.

He would return to Frimley Park once a month for a check-up.

"It worked quite well, although I was burning the candle at both ends," he says.

"I felt myself getting more tired and picking up more infections, but nothing that made me think I was deteriorating.

"You think it's never going to happen to you, that you are invincible. But about five years ago I started going downhill with a few more stays in hospital of up to three or four months at a time.

"I was getting joint pain, my stomach started playing up again and I was getting out of breath.

"I was struggling to function normally. I had to get people to carry me up the steps to my flat and my lung function was horrific.

"As a result I was on 24-hour oxygen, 80 tablets a day, huge doses of intravenous antibiotics, physiotherapy three times a day... and that was just the tip of the iceberg.

"I got another infection in June 2016, went back into Frimley Park and basically didn't come out again."

Simon had been on the waiting list for a lung transplant since October 2014 and in a little over a year received seven calls for a set of lungs. But none proved suitable.

At each call he was taken by ambulance to Harefield Hospital, the specialist heart and lung centre on the outskirts of London. And each time he came away disappointed but with hope still burning.

By December 2016 Simon's condition had deteriorated significantly. Unable to eat, he weighed just 42kg and was just days from going on to an extracorporeal membrane oxygenation (ECMO) machine – a form of heart and lung bypass.

"On 21 December I was transferred from the CF unit to intensive care at Frimley Park. They phoned Harefield and told them how poorly I was and that I might not make it.

"Mum and Dad were prepared for it. I was quite peaceful with it. I had known for a week that things weren't great and it was out of my hands.

"But I always had hope. I was always positive that I would get the lungs I needed."

Later that day he was transferred to Harefield Hospital and within 48 hours, on 23 December, suitable donor lungs became available.

"It was the most amazing Christmas present," says Simon.

Following a seven-hour operation and four weeks recovering in hospital, Simon went home.

After gradually building his strength in the gym and on short walks, he is once again playing tennis and returning to the active lifestyle he used to enjoy.

He has settled into a new flat in Farnham, Surrey, and has just secured a job with a local property design company.

"There's a sense of relief and excitement," he says. "I get tearful about things, but in a good way. They are tears of joy, not sadness. Everything you do is a step on the ladder to the future."



Simon in Frimley Park Hospital



Already playing tennis again

'We felt our son could bring hope to others'

Finding donors from Asian and other ethnic minority groups can be especially challenging. This may be due to cultural differences, religious beliefs or simply lack of awareness.

For one family, taking the decision to allow their son to be an organ donor was not straightforward.

Herjender Lally, from Bracknell, lost his 25-year-old son Jeevan in January.

Herjender said: "He was a loving son who was very family oriented. We were very close and Sunday used to be our day. I supported Aston Villa and he supported Liverpool and we would have a beer together and talk about football."

Tragedy struck when Herjender found Jeevan collapsed at their home. He tried to resuscitate him until an ambulance arrived.

Jeevan was kept on life support but doctors soon realised there was no hope and the possibility of donating Jeevan's organs was raised. The organ donor team was able to identify that there were a number of patients who could immediately benefit.

"I have always been an advocate of organ donation so when they told us that Jeevan was on the organ donor register that made my mind up for me," said Herjender.

"But for my wife it was more difficult. She is Sikh and grew up in India and she found it hard to accept that there was no hope for Jeevan.

"We talked a lot and I think what finally changed her mind was realising that there were other families out there also going through hell and that Jeevan might be able to bring them hope."

Although in the event it was not possible to use Jeevan's organs, Herjender is now passionate about organ donation.

He added: "Having been through it I know it is not easy when it is actually your loved one, and you have to make such a big decision while you are in turmoil and trying to make sense of things.

"It would have been some comfort to know that Jeevan could have helped others and I know that's what he would have wanted."

"When I was being wheeled through the corridors of Harefield there was a lovely print on a wall. It read 'Always thoughts of tomorrow in mind'.

"If you have hope inside you - hope of being able to have dinner with your mates again, to go for a picnic, climb a mountain, go skiing or play tennis - then what's to stop you?"

• **For more information about organ donation, and to join the NHS Organ Donation Register, visit organdonation.nhs.uk.**

A day in the life ... Alan Kevern

Senior clinical fellow for acute medicine at Frimley Park Hospital

Alan Kevern is doing a job he loves – and it shows.

From age nine, Alan knew he wanted to be a doctor and took every educational opportunity to pursue his goal. After passing appropriate GCSEs and A-levels he wanted some experience of working in a hospital setting to enhance his application to medical school. He got a job as a ward waiter on the Alan Apley Suite at Frimley Park Hospital in 2000, a private orthopaedic unit run at the time by the Parkside Suite.

And so began his career at Frimley Park at just 15 years of age. Alan said: "I worked weekends and evenings handing out meals and refreshments – I was working in a clinical environment, interacting with patients and I loved it."

Even while at medical school at the University of Southampton where he attended from 2003, Alan worked at Frimley Park during the holidays, initially as a phlebotomist and then as a bank medical technical assistant, a new role in the NHS.

"I really enjoyed both roles," Alan added.

"I picked up my first clinical skills and got to know all the departments in an NHS environment. Working with the doctors in A&E and the medical assessment unit (MAU), I learned how to cannulate patients, do ECGs and other procedures.

"I made so many friends, many of whom are still here – people in the MAU here became my extended family."

When it came to the third year of his degree course, Alan took a year out and worked at Frimley Park virtually full time, with the blessing of his tutor who promised to reserve his place.

"The MAU consultants, nurses and junior doctors took me under their wing and basically taught me medicine. They really got



me involved and inspired me to continue on this path so I went back to med school and finished my degree."

Alan very much considers himself 'a local boy' – he grew up in Frimley and went to Tomlinscote School - and having been so happy at Frimley Park, wanted to continue his career there so he applied for job in the hospital's cardiology department. There followed stints at St Peter's in Chertsey and a hospital in Margate to complete his foundation training, before returning to Frimley where he worked in MAU, diabetes and endocrinology, elderly care and stroke.

Alan completed his core medical training in Dartford before being offered a job as a gastroenterology registrar back at Frimley Park in 2015. But he was destined for acute medicine and ambulatory care so he moved

away from gastroenterology to work full time in the MAU.

Along with colleagues he helped design the new ambulatory emergency care unit, featured in the last edition of iTouch, which opened earlier this year and where he is now based.

Alan's working day starts at 9am when he collects his work telephone and checks what is happening on the day's list. Some patients will have been pre-booked but others may have been referred overnight from A&E.

Alan explains: "I will catch up with the nurses to discuss what we think will happen during the day. And then the phone starts ringing.

"GP referrals come in direct to the unit so I will spend time advising GPs on whether, for example, a referral is appropriate or perhaps just give advice about one of their patients.

"Provided a patient is relatively stable, they can get here and walk in to the unit, we will assess them here and look after them.

"New referrals will be assessed from scratch, others are brought back in for follow-up. Or they may come in for a procedure like a drain insertion, or need intravenous antibiotics. We will try to manage everything they need on an ambulatory basis, organising investigations or tests on a daily basis. Patients are happier because they get to go home at the end of the day, but they still get the medical attention they need.

"So that is the bones of my job, seeing acute patients who come in unwell and need assessing and carrying out procedures where necessary. Some patients will however need admitting so I organise that and get a consultant to see them. But I always like to follow them up personally the next day.

"I enjoy doing the hands on nursing stuff as well. And I build relationships with my patients, some of whom come back time and time again with their chronic diseases and we get to know them really well – I love that."

Training is also very much part of Alan's role and includes training foundation year doctors and those undertaking specialty training on their medical rotations. He also helps to teach the core medical trainees for their professional exams.



Alan is also in charge of the junior doctors' medical induction when they start their medical rotations and organises various teaching programmes.

Now age 32, Alan lives in Farnborough. He is very musical and away from work you may find him singing and performing at one of the open mic nights at the White Hart pub in Frimley. And he loves dogs – while he doesn't have one of his own, he is 'uncle' to lots of friends' dogs that he looks after on occasions.

What do you like most about your job?

"As an acute physician whose career is based on caring for the acutely unwell in those first few days, there is nothing better. There are new patients coming in all the time with a whole variety of needs and I have the privilege of seeing them, diagnosing them and following them up. It's very acute, very variable and utterly interesting – a great job."

What do you like least about your job?

"Absolutely nothing!"

"I made so many friends, many of whom are still here – people in the MAU here became my extended family."



Our appeals

Thanks to your support, the Frimley Health Charity's two main appeals are doing well.

Funds raised for the Stroke Appeal at Frimley Park have reached £74,000 and the Children's Critical Care Appeal totals £169,000 so far.

Your generosity is helping us to buy specialist equipment and improve environments at both hospitals that go above and beyond that provided by the NHS budget.

We are very grateful to all our supporters, whether individuals, local businesses or community groups. For example, Romans Estate Agents has selected the Frimley Health Charity as its 'charity of the year'. The group has 29 branches covering our catchment area and is keen to get all its staff involved in a series of challenge events to raise money for our hospital appeals. In



addition it is planning to launch a dedicated support service for our staff looking to move, sell, buy or rent – each successful transaction will generate a £250 donation to the appeal. Thank you Romans!

Leaving a gift in your will

The Frimley Health Charity relies totally on voluntary contributions to fund its work. Legacies are our largest source of income and usually account for 30-40%. Last year they accounted for over 65%. This generosity has enabled the charity to make inspiring improvements to care across all our hospitals.

A lasting legacy

Leaving a gift in your will is a good way to make a lasting difference to the future of healthcare. Frimley Health Charity raises the vital extra funds that help Frimley Health NHS Foundation Trust remain at the forefront of healthcare, research and education.

Legacy gifts are a lifeline that allows us to plan for the future and meet a growing demand for our services. With our charity, you have the benefit of knowing that your donation will be spent in your local hospitals, and could benefit friends, family and the local community long into the future.

Over the last decade legacies have been used to purchase specialist medical equipment such as 3D digital mammography equipment, and other specialist equipment for the neonatal, cardiology and respiratory departments. Other legacies to our general fund have enabled us to purchase equipment



and improve the environment wherever the need was greatest.

Why your support matters

Good health is an issue that affects everyone. As people live longer and populations grow, the challenges grow more urgent. Any gift left in a will, no matter how large or small, will help us to provide first-class healthcare for generations to come.

A donation to the Frimley Health Charity will make a lasting difference to the 900,000 people we serve in Berkshire, Buckinghamshire, Hampshire and Surrey, from the tiniest of newborns to our older patients.

If you would like to know more please contact Andrew House, head of fundraising on 07468 758525 or email andrew.house@fhft.nhs.uk.

Superheroes Run Wexham 2017



Local 'superheroes' gathered at Wexham Park Hospital in July to support seriously ill children.

The hospital charity's annual Run Wexham 10km trail race and 2km family fun run took place on Sunday 23 July through stunning countryside surrounding the site. This year's event had a superheroes theme as more than 200 serious athletes, fun runners and families strode out in aid of the Frimley Health Charity's Children's Critical Care Appeal. A number wore fancy dress in keeping with the theme.

Fundraising manager Anthony Kerslake said: "Run Wexham continues to grow in popularity each year and provides a fantastic opportunity for the local community to come

together to support their hospital. We relied heavily on community support with the local Sea Scouts and the ILHAAM Youth Charity Group marshalling the course and many others supporting the runners on the day.

"About ten children with life-threatening conditions are admitted to the children's ward at Wexham Park each week. The sponsorship raised through events such as Run Wexham will help us to give them the best level of care that we can while they are in our hospital." "So far, the event has boosted our appeal by £5,000."

The appeal is aiming to raise £210,000 to provide extra equipment and facilities at the five-bed children's high dependency unit, which opened last year at Wexham Park.

The charity's generous sponsors covered the cost of the races, so all proceeds from Run Wexham 2017 will help very poorly children who spend time at the hospital with their families. The money will buy specialist equipment above and beyond that provided by the NHS. It will also be used to furnish new family accommodation alongside the unit.

All runners received a goody bag and medal sponsored by N20 brand activation. The event was also supported by the world-famous Pinewood Studios, which donated water for runners and some wonderful prizes for the top three runners in each category, plus a prize for the best fancy dress.

Coming up

Film Wexham 2017

Wednesday 6 December

The inaugural Film Wexham takes place at Pinewood Studios with a special showing of the movie 'Elf', the classic Christmas fantasy comedy film enjoyed by both children and adults. The event is open to everyone and with capacity limited to 110 seats, we strongly advise booking early to avoid disappointment. Details of ticket costs and how to book will be on our website soon. Meanwhile for any enquiries please contact anthony.kerslake@fhft.nhs.uk.

A café/bar will be open with a range of nibbles, drinks and alcoholic beverages on

offer before the film starts. An auction will also be held with some fantastic prizes on offer. All profits will go towards the Children's Critical Care Appeal.

Jingle Jog

Sunday 17 December

A festive 5k pre-Christmas romp around Frimley Green for all the family with bells on! This year we will be raising funds for the Stroke Appeal at Frimley Park Hospital. Details of how to take part will be posted on the charity's website soon - www.frimleyhealthcharity.org, and are also available at www.jinglejog.co.uk.

Get involved

If you'd like to support our appeals or make a donation, please get in touch with the fundraising team:

01276 604642
01276 604626
01753 633206

or email

fundraising@fhft.nhs.uk

For more information about the Frimley Health Charity visit our website at www.frimleyhealthcharity.org



Faith leaders unite at Wexham Park Hospital

Faith leaders from across Slough joined together at Wexham Park Hospital in support of their local NHS.

Around 30 religious leaders, representing faiths including Islam, Christianity, Hinduism, Judaism and others met in the hospital's chapel to talk about key issues facing the health service locally.

They also received an update on developments at Wexham Park, including the building of a new £49m emergency department and assessment centre.

The Rev Peter Blackshire, lead chaplain at Wexham Park, said the event was an opportunity for local faith leaders to unite for the benefit of the wider community.

Topics discussed included tissue and organ donation and end of life care, and how each is viewed by different faith communities.

Rev Blackshire said: "Fiona Lisney, one of Wexham Park's palliative care consultants, spoke about the challenges of complex end of life decision making, including advance

care planning and the timing of treatment withdrawal when it is considered to be doing more harm than good.

"People of different faiths can have different views about this, so the leaders present were asked for their wisdom.

"Regarding organ donation, we know that there is a shortage of people carrying donor cards and 75% of those who do are white British. Just 25% are black or Asian.

"All the major religions in the UK support the principles of organ donation and transplantation and we all agree it is down to individual choice.

"As a result of this meeting we have been invited by our friends to their places of worship to speak about end of life issues and tissue and organ donation and give people the opportunity to become donors."

Subsequently Rev Blackshire joined a delegation invited to talk to worshippers at Slough's Hindu Temple. Naresh Saraswat, chief priest at the temple, is an honorary

chaplain at Wexham Park. The two men are pictured below with Shibu Chacko, a specialist nurse in organ donation.

Rev Blackshire added: "It was good to raise awareness of the issue and we had a good outcome because lots of people signed up to become donors."

The team hoped to recruit yet more people to the organ donor register at a visit to a Slough mosque in August.

You can read more about organ donation on pages 6 and 7.



"Happy staff equals great care"

It makes sense that staff who are happy and healthy will be more motivated, perform better, and be less likely to leave or go off sick – which all leads to a better service for our patients.

That's just one of the reasons why Frimley Health launched its 'Employee health and wellbeing strategy' in July.

Someone's health and wellbeing is affected by their own character, their home and social life as well as what happens in the workplace. The workplace can have both a positive and negative impact on health and wellbeing.

Evidence shows that higher employee wellbeing:

- Increases staff engagement
- Increases productivity
- Increases innovation
- Improves absenteeism rates
- Helps retain staff
- Reduces workplace injuries
- Improves morale
- Creates a positive image of the workplace

Janet King, director of HR and corporate services, said: "Being able to recruit and

retain high calibre, happy and healthy staff is absolutely essential to the success of our trust. We often say 'happy staff equals great patient care' - that's why this strategy is so important and all of us have a part to play in making it work."

The trust's guiding principles behind its strategy are:

- Supporting staff to stay healthy, enabling them to support patients better and to serve as 'ambassadors for health' in their communities
- Getting serious about prevention – promoting and supporting healthy behaviours
- Encouraging leadership behaviour that has a positive impact on wellbeing
- Enabling staff to take personal responsibility
- Targeting prevention where needed
- Getting staff involved

Feedback from staff about their priorities for wellbeing included opportunities for physical activities and more focus on mental health understanding and support.

In response, the trust arranged for an online mindfulness course, mental health awareness

raising sessions for managers and mental health open sessions for staff. All are fully subscribed and more are in the pipeline.

Social and physical activities are already having a positive impact on morale and team working including paddle boarding, dragon boat racing, numerous exercise classes, charity challenges including Run Frimley and Run Wexham, quiz nights, organised trips, for example to London and Kew Gardens and Bath, and not forgetting the workplace choir, Frimley Healthy Harmonies.

Melanie Walker, employee engagement project manager, added: "Following on from our award-winning success last year, our staff health and wellbeing programme for 2017-18 is bigger and better than ever. It's great to see so many staff embracing our events - their feedback has been fantastic with many saying they are getting the chance to meet other colleagues who they would not normally work with – it certainly fosters a real team spirit!"

For more information contact melanie.walker@fhft.nhs.uk or follow on twitter @fhft_wellbeing



Octopuses comfort newborn babies

It's not just premature babies you'll find in the neonatal unit at Frimley Park Hospital.

The ward is now home to a colourful band of knitted octopuses which are soothing newborns who arrived early.

The octopuses are donated by the group 'Octopus for a Premie UK' and the neonatal ward introduced them in May this year.

"The parents and the babies simply love them," said neonatal sister Natalie Smith.

"They provide a real comfort to the baby as the tentacles mimic the umbilical cord in the womb.

"Babies enjoy holding onto them and the octopuses also reduce the risk of babies pulling on their tubes.

"It's a really lovely addition to the unit."

The crocheted creatures, which come in a variety of colours, have been lovingly handmade by a team of local crafters.

Their co-ordinator, Susan Morris, delivers a fresh batch every month. She said: "We deliver around 30 octopuses at a time. Every baby born before 35 weeks who is admitted to the unit receives one and each octopus has been quality controlled to ensure there are no holes or loose eyes."

Staff on the ward have noticed a real calming effect on the babies.

"One baby girl on the unit is so fond of her knitted companion she actually wriggles around the cot until she finds it," said clinical matron Jennifer Lomas after a new batch was delivered in July.

"Recently she had a turn for the worse but fortunately got better soon after. Her mum said



Volunteer knitter Susan Morris, baby Evelyn Dodds with her mum Kelly and medical staff from Frimley Park's neonatal unit, display the knitted octopuses

"I know she's back to normal because she's holding her octopus again.' That's how important they are to the families here."

Octopus for a Premie UK is a volunteer-run, worldwide initiative with the goal of providing crochet and knitted octopuses to premature and special-care babies. The octopuses are made using 100% cotton, and are filled with hypoallergenic polyester filling. The group has a facebook community: [facebook.com/groups/octopusforapremie](https://www.facebook.com/groups/octopusforapremie).

Wexham Park Hospital on its way to becoming 'Baby Friendly'

Wexham Park Hospital has successfully completed the first step towards becoming a fully accredited 'Baby Friendly' institution.

The hospital's maternity team has passed the Stage 1 assessment in the Baby Friendly Initiative (BFI), a global programme set up by Unicef and the World Health Organisation (WHO).

In the UK, the initiative aims to protect, promote and support breastfeeding and to strengthen mother-baby and family relationships. Support

for these relationships is important for all babies, not only those who are breastfed.

Debra Sloam, midwife and infant feeding advisor at Wexham Park Hospital, said: "This is a really important initiative to be part of.

"Breastfeeding protects babies from illnesses like gastroenteritis and respiratory infections in their early days and months as well as diabetes and obesity in later life. It also reduces the risk for mothers of developing certain cancers, so the benefits for both mum and baby are huge.

"Not only are there positives for health, but emotional bonding is often made easier when a mother chooses to breastfeed."

To pass the Stage 1 assessment, Wexham Park Hospital had to prove that it has the right policies, training and environment in place to deliver the BFI standards. There are three stages to complete before full accreditation, which Wexham Park hopes to achieve in 2021.

Kerrie Tipper, also an infant feeding specialist midwife at Wexham Park Hospital, said: "Most women now want to breastfeed their babies.

"We want to support women during their pregnancy to recognise the important role breastfeeding has in developing early relationships and in supporting the health and wellbeing of their baby. We also want to help mums get breastfeeding off to a good start once their baby is born."

Wexham Park's sister hospital, Frimley Park, has already been granted full 'Baby Friendly' status and was reaccruited in 2015, proving that staff at the hospital have maintained the highest standards demanded by Unicef's assessors under the BFI programme.



Members of Wexham Park's maternity team who led the implementation of the Baby Friendly Initiative

Services for the deaf

Earlier this year, the trust attended a meeting with representatives of the deaf community and current and former patients. We were grateful for the feedback from that meeting and talked further with patients, interpreters and deaf charities to see what changes we could make to help improve services given to our deaf patients.

Much has been done to improve a deaf patient's experience at Frimley Health's hospitals. Here is a summary of what has been put in place.

British Sign Language interpreting services

Qualified registered sign language interpreters are available for all deaf patients who want or need them.

Interpreters can also be booked for a deaf patient when they come in for an operation. For example, an interpreter can be with the patient before an operation and afterwards to help with any questions.

Interpreters can also be placed on standby to come in when asked by the maternity team, to be available for pregnant women two weeks before and after their baby's due date.

Confirming interpreters on appointment letters and by text

Our appointment teams will request an interpreter when an appointment is booked

and our appointment letters now have a paragraph indicating that this has been done and how to contact us.

In addition, with your permission, we can text or email you to confirm the name of the interpreter for your next appointment or confirm that an interpreter has been booked.

Making comments and suggestions for improvements

There is now a British Sign Language video explaining how our deaf patients can let us know their comments and suggestions for improvements. The video can be found under the About us/Sharing your views section of our website: <https://www.fhft.nhs.uk/about-us/sharing-your-views/>

Next Generation Text (NGT) service

Deaf patients can now call any number in the trust using the Next Generation Text (NGT) service which allows them to talk to any of our departments direct. Dial 18001 from a landline followed by the number required. NGT is free, but you will need to pay the standard charge for your call.

British Sign Language videos explaining how to use NGT are available on the NGT website. You can access these via the Frimley Health website on the Your visit/Get in touch page <https://www.fhft.nhs.uk/your-visit/get-in-touch/>.

Patient experience on the wards

All our wards have been provided with signs that can be placed at a bedside to remind staff that a patient has hearing difficulties – just let the nurse in charge of your care know if you wish to use this symbol.

Staff education and training

Over 100 staff are completing an online course in basic British Sign Language. We are increasing staff training in sensory awareness to ensure all staff involved in patient care are fully aware of the challenges our deaf patients face when coming in to hospital.

For further information about services available please visit our website: <https://www.fhft.nhs.uk/your-visit/help-with-your-visit/additional-support/>



Celebrating our Nepali volunteers

Frimley Park Hospital has thanked its dedicated team of Nepali volunteer interpreters with a celebratory tea party.

The event, which took place earlier this year, was held in the hospital's restaurant, Pinetrees.

The hospital currently has 12 employees who, in addition to their daily duties, volunteer their time to ensure Nepalese patients who speak little English or have English as a second language receive excellent care at the trust.

At the event, Retired Captain Mohan Thapa Magar of the British Army, Brigade of Gurkhas, was commended for his service to Frimley Park. Mohan, who has been an

interpreter for six years, volunteers once a week at the tuberculosis (TB) outpatients department.

Consultant Dr Nigel Hoad, who specialises in TB, thanked Mohan for his work and said: "I want to personally thank Captain Mohan Thapa, who, for a number of years has enabled the TB team to see up to 15 Nepalese patients in a single session."

Chief executive Sir Andrew Morris said: "We are lucky to have such a committed group of people, including Mohan, who help us to better understand the needs of our Nepali patients. It's a service that's much appreciated."



Retired Captain Mohan Thapa Magar

WHEN

17 October

7.30pm – 9pm

Refreshments from 7pm

WHAT

Health Event

Constituency – Guildford, Waverley and Woking

WHO

Mr Raouf Daoud

Consultant Breast Surgeon

'New era for Frimley Park's breast unit'

WHERE

Farnham Hog's Back Hotel

Seale

Farnham

GU10 1EX

(for SATNAV use GU10 1EU)

This is the last health event in 2017, the next is planned for Tuesday 6 March and will be publicised in your next edition of inTouch.

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

If you have any suggestions about future meetings, please do not hesitate to contact:

Sarah Waldron on **01276 526801** or email sarah.waldron@fhft.nhs.uk.

The trust would like to thank all venues for offering their facilities at substantially reduced rates for these meetings.

NHS services – your choice

As the winter months approach and all hospitals inevitably experience an increased demand on services, it is worth remembering that there are alternatives to visiting A&E which may be more appropriate. The following is an extract from the NHS Choices website.



Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.



Visit a walk-in centre, minor injuries unit or urgent care centre if you have a minor illness or injury (cuts, sprains or rashes) and it can't wait until your GP surgery is open.



Ask your local pharmacist for advice – your pharmacist can give you advice for many common minor illnesses, such as diarrhoea, minor infections, headache, travel advice or sore throats.



Make an appointment with your GP if you are feeling unwell and it is not an emergency.



Call 999 if someone is seriously ill or injured and their life is at risk.

Our Annual Members Meeting (AMM) was held at the Legoland Windsor hotel on Tuesday 26 September.

At the evening event, senior managers outlined performance over 2016-17 and the trust's plans for the year ahead. It included a special presentation about the trust's stroke services and recent changes to stroke strategy across Surrey, Hampshire and Berkshire.

You can read more about our AMM in your next inTouch in January 2018, along with the results of our November governor elections.

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

large print

or



Braille

or



please contact the Patient Advice & Liaison Office on

01276 526706