



Welcome to the first edition of the GP newsletter from The Horder Centre. Its aim is to keep you up to date on developments here but more importantly, to provide you with an opportunity to tell us what information you and your patients need from us to help make your lives easier.

## Record turn out at tee

The centre's annual fundraising Golf Event saw 86 players tee off at the East Sussex National Golf course on Monday 11 September. Players included GPs, consultants, suppliers, patients and supporters and, thanks to their generosity, over £3,000 was added to the centre's fundraising total.....(continued on page 2)



## A surgeon's perspective

Mr Fordyce has been an orthopaedic surgeon for over 24 years and is one of the most respected surgeons in his field. "I was absolutely delighted when Mike Fordyce agreed to his name being put forward as a possible future Chair of the Medical Advisory Committee" says Diane Thomas, Chief Executive of the centre.

Needless to say Mike Fordyce is now Chair of the centre's Medical Advisory Committee, a role he takes very seriously. "The committee is there to be an interface between management and staff as well as ensuring Clinical Governance is maintained at all times." Since taking on the role, Mike Fordyce and the committee have advised on issues from suitability of candidates to the selection of implants. So when Mike Fordyce says that in his experience "the centre is the best example of how an orthopaedic hospital should be run", he should know.

When Mike Fordyce isn't at The Horder Centre, he can be found at Kent & Sussex Hospital, where his expertise as a 'hip and knee man' is also appreciated. When he is off duty, he can be found enjoying family life and occasionally, on the green with his putter.

### Biography in brief:

1980 Qualified. Joined MBBS London  
1985 Moved to FRCS in Edinburgh  
1992 Moved to Kent & Sussex  
1993 Joined the GMC Specialist Register (2647548)  
1995 Joined The Horder Centre

### Professional memberships

- British Orthopaedic Assoc
- British Medical Assoc
- British Orthopaedic Foot Assoc
- Royal College of Surgeons, Edinburgh
- Hospital Consultant and Specialist Assoc
- British Hip Society.



Mr Fordyce joined The Horder Centre in 1995.

## What the patients say...

The results of the feedback questionnaire for 2005 reveal patients' satisfaction is at an all time high - this equates to 1,874 patients.

**99%**  
give thumbs-up  
for standard  
of care



**97%**  
recommend  
family and  
friends



**100%**  
give top marks  
for cleanliness



"Since my referral to the Centre, I have received ever-glowing reports from previous patients and relatives, who were immensely satisfied with the quality of care administered - I would now like to add my name to this list!"

AC

## Top 4 reasons why The Horder Centre is the patient's choice

- 1 Excellent outcomes of care
- 2 High standards of cleanliness
- 3 Warmth and friendliness of staff
- 4 Short waiting times

## Record turn out at tee *(continued from page 1)*

.....“Well, it wasn’t exactly a hardship to play on such a beautiful day and be followed around the course by a buggy bearing supplies of cool drinks and chocolate” said Ruvindra De Alwis, from Stryker, a key supplier.

This year’s event has proved to be the best year yet both in terms of the number of players and the amount of money raised. “We plan to hold the event here again next year” said Karen Planterose, Director of Operations and Event Organiser, “the club staff were excellent, extremely professional and wonderfully attentive. All the players have said how accommodating the grounds staff were and how much they enjoyed playing.”

Play was followed by a formal dinner in the club’s ballroom where the winners were presented with their prizes by Mr Fordyce, Consultant and Chair of the centre’s Medical Advisory Committee and fellow player. The ladies’ winner was Debbie Davison (pictured on the front cover), a GP from Eastbourne. “I was really inspired by Debbie during play” said Diane Thomas, the centre’s Chief Executive, “she’s motivated me to take up golf again.”

Winner of the men’s prize was Nick Stevenson who was delighted to be able to top up his tan in September. “It was great being out on the course on what felt like a summer’s day and the only thing to top that is knowing all this fun is for a good cause.” Other prizes went to Simon Wilding and David Hurley for the Pairs entry and to Mike Saunders, a Consultant General Surgeon from Eastbourne, for the Longest Drive. “It was a thoroughly enjoyable day” said Diane Thomas, “and thanks to all the players, Karen and her team, and the golf club staff, it’s been a memorable and successful one.”



## Charity trust hospitals have a part to play

For Mr Charles Gallannaugh, Trustee and retired Surgical Director of The Horder Centre, patients have been conditioned to see their choice of hospital treatment as either NHS or private. “Charity hospitals like The Horder Centre offer a third choice for patients,” says Mr Gallannaugh. “The centre is far from the poor relation. As I see it, The Horder Centre and other charity hospitals, are important players in the future of the NHS.”

Mr Gallannaugh is no stranger to healthcare politics. Having recognised the opportunity to reduce the waiting list of his own practice in 1985, and the then Government’s move towards GP funding, Mr Gallannaugh approached The Horder Centre with a proposal for a surgical unit, the centre’s first.

“I found myself being a spokesperson on ‘Doctor’s Dilemma’, the mid 80’s series, where the topic was waiting lists.” It was here that Mr Gallannaugh met John Yates, a Research Fellow at the University of Birmingham on secondment from the NHS to oversee the then Government’s initiative on waiting lists. This introduction was to prove a key turning point in Mr Gallannaugh’s proposal to The Horder Centre. “We had the capital to invest in the surgical unit but not the revenue” he recalls, “John Yates agreed support with £250,000 if I could get the Regional Health Authority to match it.” They did, and in September 1989, the first surgical unit at The Horder Centre was opened and many of Mr Gallannaugh’s own patients were referred to the centre.

Today, The Horder Centre boasts three state-of-the-art theatres and for Mr Charles Gallannaugh, “This centre is a beacon, it shows what can be done.” With visionaries like Mr Gallannaugh on the Board of Trustees, The Horder Centre’s future looks bright.

### Brief Biography

- *Qualified at St Thomas’, London 1961*
- *After working as a House Surgeon at St Thomas’ he went to Lewisham hospital where work in the casualty department sparked his interest in orthopaedics*
- *Completed his training as a Senior Registrar at Guy’s and was then appointed Consultant to St Georges, Hyde Park Corner, London*
- *When St Georges was closed in 1980 he moved to Hastings and so began his connection with The Horder Centre.*

## Latest Clinical Outcomes

Since April this year, the Healthcare Commission has begun collecting key performance indicators (KPIs) from healthcare providers. The Horder Centre’s own KPIs have been established for a number of years and this year is no exception:

<b>Surgical site infections (hip replacement patients)</b>	<b>0.8%</b>
<b>Surgical site infections (knee replacement patients)</b>	<b>0.1%</b>
<b>Unplanned re-admissions within 31 days of discharge</b>	<b>0.7%</b>
<b>Unplanned returns to theatre</b>	<b>0.4%</b>
<b>Unplanned transfers to another hospital</b>	<b>0.8%</b>

Based on a total of 2,240 patients during 2005/6.

## Coming soon ... a ‘Directly Bookable Service’

The centre’s patient administration system is currently undergoing an overhaul which is scheduled to be completed by the end of this year. This means GP surgeries that have access to Choose and Book will be able to use a directly bookable service (DBS) when referring patients to The Horder Centre.

## Making a difference...

Our Joint Excellence Programme is already making a difference to both the lives of NHS patients and to the NHS locally. A report published this summer by the NHS Confederation highlights the contribution made by the independent sector to the NHS. "I have long been impressed by the difference independent providers make" says Dr Gill Morgan DBE, Chief Executive, NHS Confederation. "It is important because it comes at a time of significant change in the health service. It is easy to forget that all providers of care are focused on improving the lives of patients." In fact, between 2003 and 2004, independent providers performed operations for 99,000 NHS patients and provided a diagnostic service for 250,000 – where patient satisfaction exceeded 94%.\*

As part of the Government's efforts to increase both capacity and competition, the NHS Confederation brings together a wide range of organisations from the independent sector that now make up the modern NHS. "Joining the NHS Confederation is a big step for us to take." says Karen Planterose, Director of Operations at The Horder Centre, "We welcome the opportunity to join forces with other providers of NHS services, to meet the needs of today's patients and deliver the best healthcare possible."

The Horder Centre now provides more registered orthopaedic operations than any other independent hospital in the country† and, since the launch of its own Joint Excellence Programme, the number of orthopaedic referrals has increased significantly. So much so that capacity within the local NHS has been freed up and waiting times reduced.

The Joint Excellence Programme was pioneered in the US throughout 400 hospitals before being adapted for UK hospitals by The Horder Centre, the only hospital to take up the programme so far. What makes this programme unique is its ability to deliver proven and consistent improvement in patient care - as witnessed by our patients' feedback - as well as streamlining the day-to-day running of the centre.



## Knee patient steps up to charity event

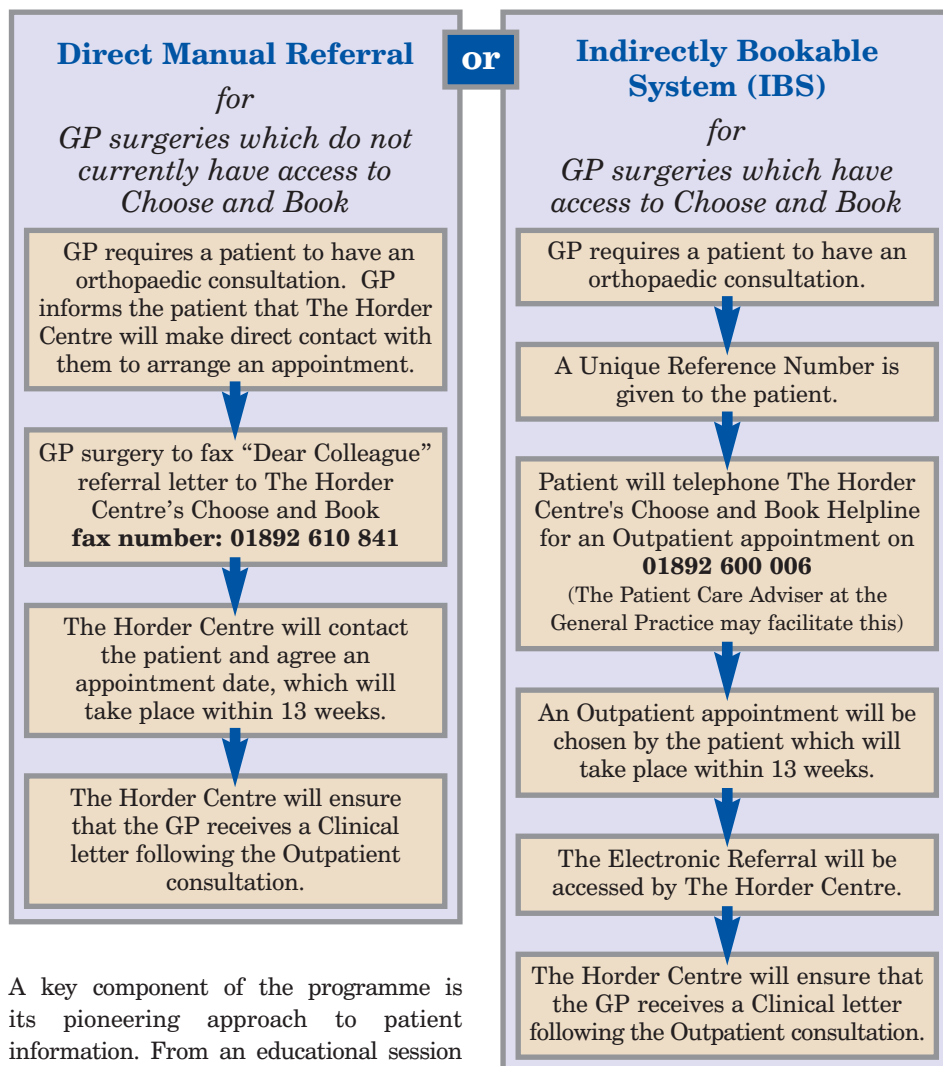
Shirley Olivier, 78, underwent a full knee replacement in August last year. Two and half weeks later, she was taking part in a Tudor re-enactment at Kentwell Hall, Suffolk. "Thanks to my surgeon's skill and the wonderful care I received from the nursing staff, my recovery was a speedy one and I was thrilled to be able to take part in this event."

And, as if this wasn't challenging enough, Shirley Olivier found herself back at Kentwell Hall just over two months later warming up for a 10km sponsored walk. "I kept thinking I shall be exhausted before I've even started but my knee held up magnificently with no discomfort at all."

**Mr Salah Shalaby**, orthopaedic specialist. **Specialism:** knee and hip replacement.

## Greater access sees first 'Patient Choice' referrals

The centre has welcomed its first 'Patient Choice' referrals thanks to the availability of our Choose and Book 'manual' and 'indirectly bookable' processes. For GP surgeries in the areas where PCTs have selected The Horder Centre for inclusion in their Directory of Services, referring patients couldn't be simpler. Details of the processes are featured below.



A key component of the programme is its pioneering approach to patient information. From an educational session prior to their stay using DVD or video presentations, to provision of a 'notebook' and daily centre newspaper, patients have a real insight into what they can expect during their stay and six weeks following their surgery.

"Making a difference to the lives of all our patients is what we aim for on a daily basis" says Diane Thomas, Chief Executive of the centre "and I am very proud that this has been recognised."

\* Source: DOH, ISTC report, Feb 2006.

† Source: National Joint Registry Annual Report 2005.

## Our expertise...in brief

- Orthopaedic diagnosis, treatment and surgery for knees, hips, ankles, shoulders, hands and the spine
- Rheumatology
- Specialist assessment of arthritis or other musculo-skeletal conditions
- Neurology
- Physiotherapy

# Who's who in Orthopaedics

This and future issues of the GP newsletter will feature individual profiles of one or more of our orthopaedic specialists. We hope the list below will help you and your team to put a 'face' to the name of your patient's specialist:

PRIMARY SPECIALITY		SECONDARY SPECIALITY
<b>ORTHOPAEDIC – GENERAL</b>	Mr Kenneth Tuson	Clinical Director
Upper & Lower Limb	Mr Per Anderberg	Shoulder surgery
Lower Limb	Mr Hugh Apthorp	Complex Hip - revision, resurfacing and minimally invasive hip surgery
Lower Limb	Mr Andrew Armitage	Complex Knee surgery – revision and ligament reconstruction
Upper Limb	Mr James Buchanan	Arthroscopic shoulder and elbow surgery
Lower Limb	Mr Adrian Butler-Manuel	Complex Knee surgery – revision and ligament reconstruction
Lower Limb	Mr Michael Fordyce	Complex Hip – revision and resurfacing hip surgery
Upper Limb	Mr Cameron Hatrick	Arthroscopic shoulder and elbow surgery. Hand surgery
Upper Limb	Mr Mark Pickford	Hand surgery
Lower Limb	Mr James Ritchie	Foot and Ankle surgery
Lower Limb	Mr Guy Selmon	Spinal surgery
Lower Limb	Mr Salah Shalaby	General Orthopaedic surgery
Lower Limb	Mr Andrew Skyrme	Foot and Ankle surgery. Revision and resurfacing hip surgery
<b>RHEUMATOLOGY</b>	Dr Arthur Torode	Rheumatoid Arthritis and rehabilitation
<b>NEUROLOGY</b>	Dr Stephen Wroe	Neurology
<b>RADIOLOGY</b>	Dr Rita Joarder	CT & MRI

## Wine club gets Trustees' vote

The centre's Trustees have voted a resounding 'yes' to the launch of our very own Wine Club as part of a major fundraising initiative. For every case ordered, £10 will be donated to the centre. A choice of three exclusive wines is on offer: Chardonnay, Merlot and Cabernet Sauvignon - all branded with the Club Cellar label and sourced direct from the top vineyards in Australia – and tested by our Trustees.

Save up to 50% on high street prices with, for example, a mixed case of four bottles of each type, for an unbeatable £85.00.

To find out more or to place your order contact The Horder Centre Wine Club on 0870 850 3161 or visit [www.clubclaret.co.uk/HorderCentre](http://www.clubclaret.co.uk/HorderCentre).



## 'Growth' is key word for 2006

Founded in 1954 as a registered charity specialising in arthritic conditions, our expertise has extended to joint replacement diagnosis, treatment and surgery as have our facilities. Our state-of-the-art operating theatres now total three – the third theatre was opened in February of this year.

This purpose built facility is the technical equivalent to the best theatres in the UK and designed to exacting specifications by orthopaedic product specialists Stryker UK. Key features include:

- voice-activated equipment
- a Lamina flow ultra clean air system - to aid the prevention of hospital acquired infections such as MRSA.

The theatre was commissioned specifically for day-surgery cases. This means leading edge orthopaedic treatment is now available which enables patients to recover in their own homes. For patients, they are getting the most appropriate care and for the centre, we can provide extra beds for more major cases. The result: a faster turnaround from initial appointment to procedure which, in turn, sees a reduction in waiting lists.

*"The professionalism, dedication, cheerfulness and cleanliness were beyond reproach or belief in this day and age. The best I have ever come across. Thank you all so very much for a job well done. One very satisfied customer." DW*

### Your feedback

If you would like to give us any feedback or have a question regarding any of the articles featured in this, our first ever GP Newsletter, please email: [info@hordercentre.co.uk](mailto:info@hordercentre.co.uk)

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THE  
HORDER  
CENTRE

THE PATIENT'S CHOICE