



Welcome to our latest GP newsletter.



As you will see throughout the newsletter, 2007 has already been a very eventful year for The Horder Centre.

One major event has been our acceptance by the Department of Health onto its Extended Choice Network, making the Centre accessible to patients and GPs throughout the whole of the UK. We are very proud of this achievement and thank everyone who has made this possible.

To assist you with the booking procedure, we have attached a 'cut-out and keep' guide to 'Patient Choice' referrals as an easy reference guide for GP's using the service.

Inside you can also find details about our annual Golf Day in September and we hope, as in previous years, many of you will be able to join us and enjoy the challenges that the course offers.

So without further ado, I hope that you find this latest newsletter an enjoyable read and look forward to any comments you may have.

Diane Thomas
Chief Executive,
The Horder Centre

DEPARTMENT OF HEALTH APPOINTS THE HORDER CENTRE TO EXTENDED CHOICE NETWORK

We are pleased to announce that The Horder Centre has further enhanced its credentials as a Centre of Excellence through its appointment by the Department of Health to the Extended Choice Network (ECN) programme.

The Horder Centre has already been reported as the most frequently used of the ECN providers in the whole country.

The ground-breaking nationwide programme will mean that we will be accessible to every patient and GP in the UK, offering more choice on how, when and where they wish to be treated. Both patients and GPs will be able to view the hospital's available outpatient appointment slots in the Directory of Service and then book an appointment directly on-line utilising the Choose and Book electronic appointment system. To assist GPs with the booking process, we have included a "cut-out and keep" guide in this newsletter.

By working very closely with the Department of Health for several months, the Centre has made significant investment in new technology and redesigned its systems and processes to meet ECN standards. The newly created and dedicated Choose and Book telephone line: (01892 600006) is manned by experienced customer services personnel who are able to respond to both patient and GP enquiries.

"We are absolutely delighted that patients in the South East Coastal Area, and indeed nationally, can now choose to book their orthopaedic treatment at The Horder Centre directly on line" says Di Thomas, Chief Executive of The Horder Centre.



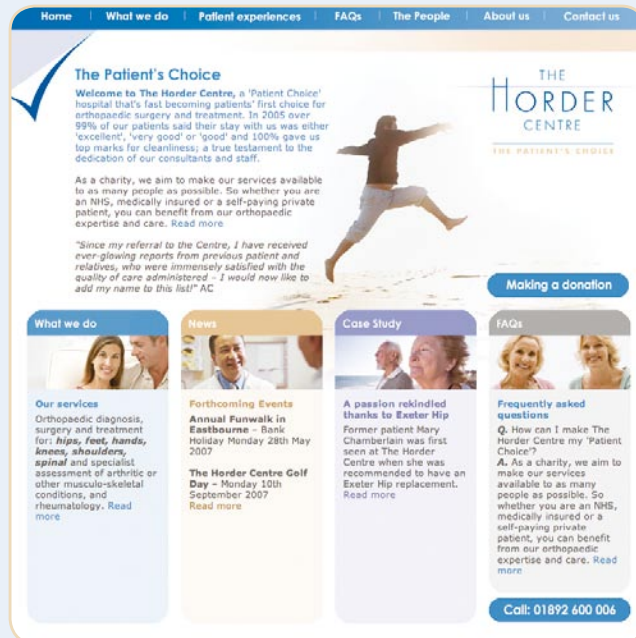
"Our appointment reflects the hard work and professionalism of our specialist staff along with our commitment to patient choice and providing a seamless and stress-free path from referral to discharge. The Centre's track record in delivering high volumes of quality orthopaedic care means we are fully prepared to meet the anticipated demand of joining the network and the Government's initiative to achieve an 18 week period from a consultant referral to actual treatment."

WEBSITE GOES LIVE AND REVEALS NEW LOOK

We are pleased to announce that our redesigned website has now gone 'live' and if you log on to www.hordercentre.co.uk you will be able to try out the new site for yourself.

Over a period of several months we have worked closely with our consultants, Realia, to design an easy-to-navigate and user friendly website that provides all users – from GPs and patients to potential employees and the media - with the information they require.

Chief Executive, Diane Thomas says: "The Internet is now very much part of our everyday lives. It is such a valuable resource for getting easy access to the information we require and so it is important that finding the information you need is as simple and informative as possible. We are confident that the fresh new look meets those objectives and reflects the care and attention we pay to ensuring that The Horder Centre remains, in every aspect, a centre for excellence."



www.hordercentre.co.uk



Golf Day

Once again we are holding our annual Golf Day at The East Sussex National Golf Course located in Uckfield and this year it will take place on Monday 10th September 2007.

If you would like to participate this year, please contact Chris Brown on 01892 665577 or complete the tear off slip below.

Golf Day Reply

Yes, I would like to participate in this year's Golf Day:

Name:

Address:

.....

Post Code:

Tel No:

Email address:

Please send replies to:

Chris Brown, The Horder Centre
St. John's Road, Crowborough,
East Sussex. TN6 1XP.

THE
HORDER
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THE PATIENT'S CHOICE

GREATER ACCESS SEES EXPANSION IN 'PATIENT CHOICE' REFERRALS

Direct Manual referral

*for where
Choose and Book not accessible*

GP requires a patient to have an orthopaedic consultation.
GP informs the patient that The Horder Centre will make direct contact with them to arrange an appointment.

GP surgery to fax "Dear Colleague" referral letter to The Horder Centre's Choose and Book **fax number 01892 610 841.**

The Horder Centre will contact the patient and agree an appointment date, which will take place within 11 weeks.

The Horder Centre will ensure that the GP receives a Clinical letter following the Outpatient consultation.

Customer Services Helpline for Choose and Book

Tel: 01892 600 006

The office is manned from
9am to 5pm Monday - Friday

or

Directly Bookable System (DBS)

*for
GP surgeries which have
access to Choose & Book*

GP requires a patient to have an orthopaedic consultation.

A Unique Booking Reference Number (UBRN) is given to the patient.

Patient can book 'on line' into an available outpatient slot
or
Patient can contact the Patient Care Advisor (PCA) on **08444 772545** to book their outpatient appointment.

The outpatient appointment selected by the patient will take place within 11 weeks.

The Electronic Referral will be accessed by The Horder Centre via "Choose & Book".

The Horder Centre will ensure that the GP receives a clinic letter following the Outpatient consultation.

Who's who in Orthopaedics

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:

Mr Kenneth Tuson	Orthopaedic – General
Mr Per Anderberg	Upper & Lower Limb
Mr Hugh Apthorp	Lower Limb
Mr Andrew Armitage	Lower Limb
Mr James Buchanan	Upper Limb
Mr Adrian Butler-Manuel	Lower Limb
Mr Michael Fordyce	Lower Limb
Mr Cameron Hatrick	Upper Limb
Mr James Nicholl	Upper Limb
Mr Mark Pickford	Upper Limb
Mr James Ritchie	Lower Limb
Mr Guy Selmon	Lower Limb
Mr Salah Shalaby	Lower Limb
Mr Paul Skinner	Upper Limb
Mr Andrew Skyrme	Lower Limb

CHOOSE AND BOOK

“GPs are helping facilitate speedy acceptance of referrals to treatment by making use of the ‘referral summary’ and the facility to attach a detailed referral letter onto the Choose & Book system”, says Alison Green, Business Manager at The Horder Centre.

For those who do not have access to E-booking, we are able to provide a direct manual referral service.

DIRECTORY OF SERVICE

The Horder Centre's Directory of Service includes the following key clinics:

- Adult Foot and Ankle
- Adult Hand and Wrist
- Adult Hip Replacement
- Adult Hip Resurfacing
- Adult Hip Revisions
- Adult Removal of Fixation Device
- Adult Shoulder and Elbow
- Adult Spinal Procedures
- Adult Arthroscopies
- Adult Knee Replacement
- Adult Knee Revisions
- Adult Anterior Cruciate Ligament Reconstruction

Quick Tips

The Directory of Services is set up differently for the independent sector hospitals.



Click on the specific clinics as described in The Horder Centre's Directory of Service



Don't search using 'Trauma and Orthopaedics'

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Email: info@hordercentre.co.uk

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East Sussex, TN6 1XP