



Welcome to our latest GP newsletter.



With autumn well and truly here, I hope you managed to survive the erratic summer climate and are now looking forward to more clement weather in the seasons ahead!

Like the weather, the past six months have been eventful for us too. As reported in the last issue, we are now part of the Department of Health's Extended Choice Network meaning that the Centre is accessible to patients and GPs throughout the whole of the UK. This has already yielded results with new patients registering from outside of the local area. Our reputation obviously precedes us!

As you will see when reading through this edition, the feedback from our patients about their time spent with us has again revealed that we continue to maintain our excellent high standards of care.

We also report on our annual golf day which again proved a huge success. Thank you to all of those who joined us on the thoroughly enjoyable day.

On another note we say goodbye and give our good wishes to our Director of Quality, Lene Gurney who is moving on to pastures new.

Finally, may I take this opportunity on behalf of everyone at The Horder Centre to wish you all a very Merry Christmas and Happy New Year!

Diane Thomas
Chief Executive,
The Horder Centre

New NHS Choices website

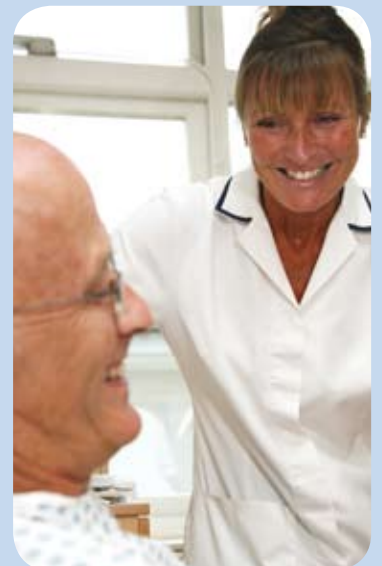
We are pleased to announce that details about The Horder Centre can now be found on the new NHS Choices website (www.nhs.co.uk) - the online one-stop shop providing data for patients and health professionals.

Launched in June of this year and managed by the Department of Health on behalf of the NHS, the service is designed to help both patients and health professionals make the most of the expanding free choice network by providing them with the information they need to make informed choices about health and healthcare.

Developed in conjunction with health professionals, the online service enables patients to access the best information about conditions and treatments from a reliable, quality assured source. Its aim is to help individuals understand their own health and the consequences of their lifestyle choices, and to eventually take greater responsibility for managing their health.

Each provider, initially limited to hospitals only, has its own profile and enables them to promote themselves within their local communities. In addition, each individual site will include 35 scorecards for the most common elective procedures allowing patients to benchmark services and make decisions based on that information. More scorecards are to follow in the future.

Crucially, the website enables patients to provide feedback on their experience of the NHS allowing providers to have the opportunity to give an immediate response to comments about their services.



WE SAY GOODBYE TO A LONG-STANDING MEMBER OF STAFF...



Lene Gurney has been at The Horder Centre since 1989 when she was appointed to set up the orthopaedic unit.

“When I arrived, the theatre was a shell and the wards had just been gutted. Together with the Theatre Manager, I was involved in all aspects of the project from appointing staff to purchasing medical equipment such as defibrillators, right down to buying the loo brushes!

It was a very exciting time and we were thrilled to welcome our first patient on September 29, 1989.”

She also remembers fondly the opening of the Centre’s Outpatients Clinic and the two new state-of-the-art theatres back in 2003.

Lene has been in her present position as Director of Quality for three years. In her role she has been responsible for leading clinical governance, implementing Healthcare Commission Regulations, risk management procedures and leading research studies with partners such as Stryker.

After her years of service, Lene has decided to spend time finishing her BSc (Hons) Health Sciences degree, conducting some consultancy work and spending more time at home pursuing her hobbies. She concludes: “I have a horse, who knows my friends better than me, so I think now is the time to rekindle our relationship!”

ON TARGET TO REDUCE WAITING TIMES!

The Horder Centre is on target to meet the NHS’s goal to reduce waiting times for the treatment of routine conditions to 18 weeks by December 2008. Indeed, in some cases, the Centre is already reducing the time from GP referral through to patient treatment.

In order to meet this timeframe, The Horder Centre is developing new working practices, streamlining the patient care pathway and learning from the “Best Practice” of other organisations. “We are committed to improving the patient experience by alleviating the levels of anxiety, pain and discomfort caused by long waiting times and also making the system more convenient and efficient for GPs.” said Diane Thomas, Chief Executive.



GOLFING DAY BLASTS ITS WAY TO SUCCESS!

On a gloriously sunny day in September, our third annual fundraising golf tournament was held at the East Sussex Golf Course and started off with a bang as 100 players set off around the course to a shotgun start.

With a 30% increase in players compared to last year, the teams of consultants, suppliers, former patients and supporters of The Horder Centre, set off at 12pm and played the course in an average of around 4-5 hours.

The evening supper for around 125 guests took place in the club house and featured a message of thanks from The Horder Centre’s Chief Executive, Diane Thomas, followed by the awards ceremony hosted by Karen Planterose, Director of Operations. Ten awards were presented including Overall 1st Winner, Andrew Turner (seen here with Mike Fordyce, the Chair of the Centre’s Medical Advisory Team), Overall 2nd Winner, Neil Sulke, Overall 3rd Winner, Victor Chan, Best Lady, Denise Lamb, 2nd Lady, Deidre Winchester and Longest Drive, Hitas Chudasama.

Commenting on the day, Diane Thomas said: “The whole event was a huge success and we were overwhelmed by the support and generosity from all of our supporters. I would also like to acknowledge the unfailing support from The Horder Centre employees and the staff of the East Sussex Golf Course who all contributed to the smooth running of the event. The monies raised will go towards the Centre’s charitable purpose and to make its care and treatment programmes accessible to as many patients as possible.”



More patients are choosing The Horder Centre

Patient choice is enabling patients with the help of their GP, to make informed choices on where they wish to receive their care and treatment.

The Horder Centre, which is providing elective orthopaedic surgery under the Patient Choice initiative, is becoming a very popular choice with local patients.



The three main reasons why The Horder Centre is chosen by patients;

- The quality of care
- Word of mouth recommendation
- It's reputation as a "Centre of Excellence"

Other reasons why The Horder Centre is chosen continue to be;

- Cleanliness
- Low infection rates
- Quality of consultants
- Warmth and friendliness of staff
- Free car parking



Consultant Focus – Mr Kumar



I have been a Consultant at the Kent & Sussex Hospital since July 2006 and began working as a Consultant at The Horder Centre in May 2007. My specialist areas include hip surgery and pelvic and acetabular trauma reconstruction.

The Horder Centre has set a very high standard in delivering excellent care to its orthopaedic patients and I believe that its patient-centred approach, efficient management and the dedication of the friendly staff have all contributed to its great success.

I completed my MBBS in Chennai, India. Later I was selected for

the South East Thames Specialist Registrar Training Programme where I underwent comprehensive training in Trauma & Orthopaedics. I completed a Fellowship in Hip Arthroplasty at the Royal National Orthopaedic Hospital, Stanmore followed by a second Fellowship in Pelvic and Acetabular Reconstruction at the St. George's Hospital, London.

When I am not working, I enjoy photography and playing badminton. I would like to re-start mountaineering but I am currently being kept busy playing with my two sons!

New General Enquiries Line

To help GPs and patients with any queries they may have regarding The Horder Centre and the services we offer, we have launched a new General Enquiries telephone line to answer any questions. The number is 01892 600847.

THE
HORDER
CENTRE

THE PATIENT'S CHOICE

Who's who in Orthopaedics

Each issue 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
Mr Senthil Kumar	Lower Limb

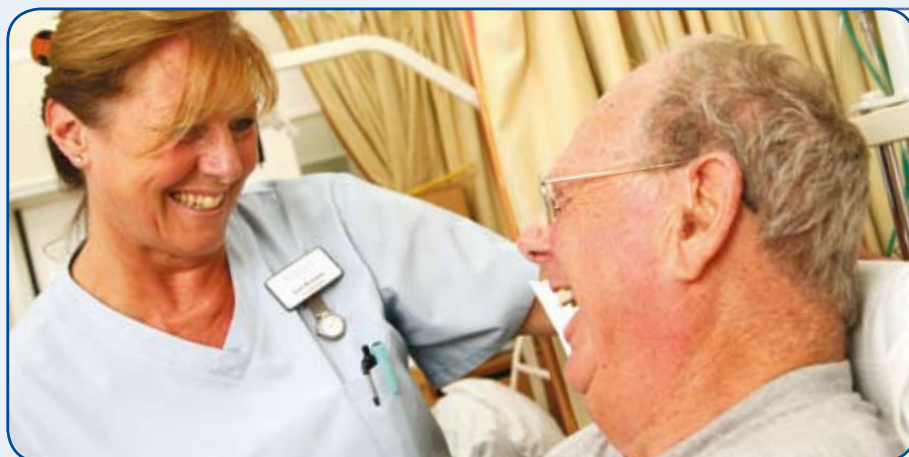
Invitation to our Annual General Meeting

The Horder Centre's AGM will take place at the Centre on Thursday, November 29 at 5.15pm.

Chaired by Sir Tim Chessells, the evening will include brief presentations about the Centre's activity along with a focus on how we will achieve the 18 week timeframe for patients from GP referral to treatment.

Attendees will also be able to take a tour of our facilities including visits to the theatres and wards, as well participating in interactive sessions and getting the chance to handle prosthesis.

If you or your associates would like to attend our AGM, then please contact Ryan Pitts at The Horder Centre on 01892 665577 or email ryan.pitts@horder.co.uk



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