

# Articulus

GP News - Summer 08

## Welcome to our GP newsletter



Summer is an excellent time to reflect on what has been a very productive few months for The Horder Centre. We continue to grow and treat more and more patients, in fact it's been a record year for us so far, since January we have already carried out over 1,900 procedures.

I am pleased to welcome a new member to our Executive Team, Rachel Ward, who joins us as our Director of Clinical Services. In her role, Rachel will focus on maintaining our exceptionally high standards of treatment, care, cleanliness and clinical governance.

We have also been busy raising money for the Centre through new events and innovative fundraising activities. In this issue you can read about our successful Spring Fair, as well as how we highlighted 'Free Choice' at our recent roadshow in Tunbridge Wells.

Our latest consultant focus introduces Mr Skyrme, one of our highly respected surgeons. We also include further information about the 18-week pathway, some excellent patient feedback, and details of how to take part in our highly popular charity golf day.

I would also like to take this opportunity to personally thank all those who took the time to complete our feedback questionnaire in the last newsletter. We have announced the winner of the case of White Burgundy - but you will have to read on to find out who it is!

I hope you enjoy this issue. Remember you can always find out more about us and our work at [www.hordercentre.co.uk](http://www.hordercentre.co.uk)

With warm regards,

**Diane Thomas**  
Chief Executive, The Horder Centre

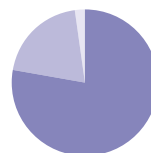
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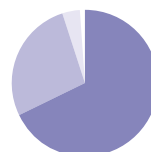
## What our patients say

All patients receive a questionnaire a couple of months after their treatment is complete. Our recent analysis produced positive results:



**100% of patients rated our overall service as good or better!**

Excellent 78%    Very good 20%  
Good 2%



**How patients rated cleanliness of The Horder Centre**

Excellent 68%    Very good 27%  
Good 4%    Fair 1%



**Would you recommend The Horder Centre to a friend?**

Yes 98.2%    No 0.4%  
Maybe 1.4%

Over 1,250 patients completed the survey in 2007.

# FREE CHOICE MEANS EVER GROWING NUMBERS OF NHS PATIENTS ARE TREATED AT THE HORDER CENTRE

The Horder Centre is now treating a growing number of NHS patients via the government's 'Free Choice' initiative. This news follows an announcement last week by Alan Johnson, Secretary of State for Health; that from 1st April 2008 NHS patients now have greater control over when and where they get their treatment.



The details of the announcement mean that any patient receiving routine elective treatment will now be able to choose from any NHS approved hospital in England, including The Horder Centre.

Diane Thomas, Chief Executive commented: "We are now treating more patients at the Centre than ever before, with around 90% of patients coming from the NHS. As a charity, part of our stated purpose is to be accessible to all, and 'Free Choice' means even more patients will benefit from our unique atmosphere, treatment and care. Under this initiative The Horder Centre has recently been awarded additional work for the West Kent population.

As part of a programme to raise awareness, The Horder Centre held a week long road show in the Royal Victoria Shopping Centre, Tunbridge Wells in April.



The event focused on 'Free Choice' and explained to members of the public how they can easily access treatment and care at the Centre.

## WELCOME TO OUR NEW DIRECTOR OF CLINICAL SERVICES

We are pleased to welcome Rachel Ward as the new Director of Clinical Services at The Horder Centre.

Rachel was previously employed as a senior manager at the Nuffield Hospital, Tunbridge Wells. She now joins The Horder Centre's Executive Team. Rachel will lead the Centre's clinical departments and work closely with all teams to ensure that the highest quality of service and care are maintained. She will be focussing on cleanliness, personalised care and clinical governance.

Rachel has spent 13 years in senior management positions within the independent sector including 5 years as a Matron for BUPA and a further 8 years with Nuffield Hospital. She has a particular interest in quality and risk management and has been an auditor for the King's Fund and ISO9002.

Rachel's appointment comes at a time of considerable change in the provision of healthcare services in the UK, particularly with the government's increased emphasis on patient choice. Already The Horder Centre is seeing increasing numbers of NHS patients actively choosing the Centre for their treatment.



Diane Thomas, our Chief Executive said: "I am absolutely delighted that Rachel is now onboard. The Horder Centre is a very special and unique centre, delivering an exceptionally high standard of care and treatment. I am relying on Rachel's expertise, not only to maintain our unique position but to develop new working practices, propelling the Centre forward to meet new challenges in the future."

## The Horder Centre's Clinical Director publishes orthopaedic journal

Mr Kenneth Tuson, Clinical Director at The Horder Centre is the co-author of a specialist orthopaedic book, published by Cambridge University Press in March of this year.

'Classification and Diagnosis in Orthopaedic Trauma' is aimed at advising trainee orthopaedic surgeons both in Europe and the USA, as well as those in the developing world. The book features classification and diagnosis in orthopaedic trauma and it is expected to be an effective reference for the clinic.

Mr Tuson from Mayfield, East Sussex has been Clinical Director at The Horder Centre for over 15 years and spent part of his career working in the developing world. He said: "It is fantastic to have our work published; I hope that this will prove to be a useful resource for those training in the orthopaedic field."

## No more pain, but cool new shoes and driving lessons on the way!

Laura Prince, 20 from Pembury, Kent, recently spent a night at The Horder Centre. Laura was referred to the Centre by her local GP using the new electronic 'Choose and Book' system to have her bunions removed and one of her big toes straightened. Laura said: "I was in constant pain when walking. My shoes irritated my bunions causing blisters so I always had to wear trainers. I really liked The Horder Centre. It is in such a peaceful location, it's very clean and all of the staff were friendly and helpful. In particular my surgeon Mr Skyrme

was very good and immediately made me feel at ease about my operation. I've now had both bunions treated in the space of nine weeks, and they are healing well. I am looking forward to walking more comfortably in some fashionable shoes and also can't wait to start driving lessons in the next few months. I would definitely recommend The Horder Centre to anyone. It was a pleasant experience and I am really happy with the results!"



## Consultant Focus – Mr Andrew Skyrme

"I have been a Consultant for four and a half years and have worked at The Horder Centre for the last three and a half years as a Consultant Surgeon. My specialist areas include hip, foot, ankle and knee surgery.

I studied a Revision Hip Fellowship in Sydney, Australia with Dr Bill Walter. My research work focused mainly on hip surgery and foot and

ankle surgery. I am also a member of a number of professional bodies including The British Orthopaedic Foot & Ankle Society.

In my time here I have found that The Horder Centre is a special place to work and the staff are all highly experienced, friendly and motivated. The Centre functions as a very cohesive unit from arrival in outpatients' right through to surgery. It's an extremely efficient working environment which adds to its high productivity and lower complication rates.

When I am not working, I enjoy running, skiing, cookery and playing golf, particularly at the Downland course. I am also currently rebuilding our house, so there's never really a dull moment!"



## GOLF DAY

Due to its continuing success, our annual charity golf day is once again being held at The East Sussex National Golf Resort near Uckfield. This year it takes place on Monday 8th September.

If you would like to join us this year for an enjoyable day of friendly golf, followed by dinner at the resort, please complete the tear off slip below and return to Angela Reynolds, Fundraising Assistant or email her at [angela.reynolds@horder.co.uk](mailto:angela.reynolds@horder.co.uk) A booking form will then be sent to you for completion. If you would like any further details, please email Angela or call her on 01892 665577.

## And the winner is...

We had an excellent response to our feedback questionnaire in the last issue of *Articulus*. We gained some useful information and will use it to make the newsletter even more relevant to GPs in the future. The lucky winner of the case of White Burgundy, kindly donated by FiveReasons Wine of Tunbridge Wells, was Dr Marion Nichols of The Park Surgery (Kings Road, Herne Bay, Kent). Congratulations to Marion and thanks to all those who took the time to complete our questionnaire.



### GOLF DAY REPLY SLIP

Yes - I would like to take part in this year's Golf Day.

Name.....

Address ..... Postcode.....

Daytime telephone ..... Email address.....

Please send this slip to Angela Reynolds, Fundraising Assistant (The Horder Centre, St John's Road, Crowborough, East Sussex TN6 1XP). Please note the closing date for entries is **Monday 4th August 2008**.



# 18 Week Pathway

– using technology to achieve targets

**In the last edition of Articulatus we mentioned that new IT systems have been introduced at The Horder Centre to support our commitment to achieving the national 18-week Referral to Treatment target. Here, we expand on those systems and new technology.**

## Reporting our progress

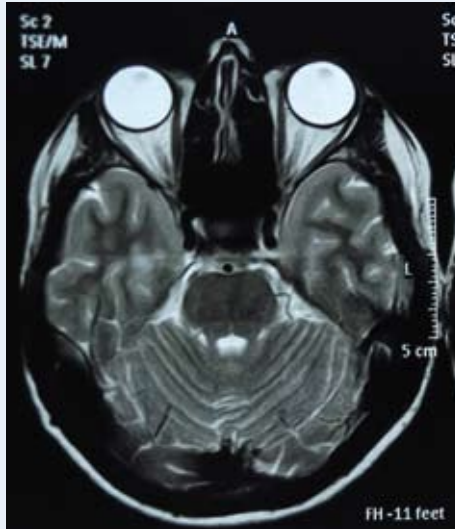
Health organisations are required to report their performance against the 18-week target to the Department of Health. The monthly Unify report details outpatients and inpatients who are waiting, and the length of their wait. Diagnostic waiting times are also reported.

We recognise that monthly reporting is not effective in ensuring that patients are treated quickly and efficiently, therefore a weekly Patient Tracking List has been introduced. Using the list, we are able to monitor the progress of each patient and pre-empt where the 18-week target might be breached and take corrective action.

The Horder Centre also electronically submits monthly Commissioning Data Sets (CDS) to the Secondary Uses Service, for both outpatient and inpatient cases. The CDS are more detailed than the Unify reports and contain a range of patient, referrer, commissioner and consultant information. Commissioners are able to access this data to track the progress of patients they have referred.

## Speeding up the process

One of the barriers to achieving the 18-week target is the delay experienced during diagnostic investigation. Where possible, GPs can positively help by arranging for diagnostic tests to take place prior to a patient's referral. However we recognise the challenges that this can present, and at the Horder Centre we are looking at other ways to speed up the process.



Consultants require quick access to MRI images. The introduction of new technology enables MRI scans to be passed electronically into the Picture Archive & Communication System. The consultants are then able to access the images from their own desktop.

Connecting for Health (CfH) is currently seeking an IT supplier who can enable the secure sharing of images across providers nationwide. The fast transfer of images will allow more efficient reactions to clinical demand and increased levels of security. CfH will announce their preferred supplier, and implementation is anticipated at the end of 2008.

## And finally...

*We hope the recent upgrade to Choose and Book Release 4.0 went as smoothly for you as it did for us. We were delighted to learn that CAB referrals to Independent Sector Providers increased from 400 per day to 600 per day following the Release 4 upgrade. GPs should now find it easier to locate ISPs and our thanks go to those of you who have directed your patients to The Horder Centre, using this improved facility.*

## Who's who in Orthopaedics

The consultants that work with The Horder Centre include:

### General

Mr Kenneth Tuson Orthopaedic

### Upper and Lower Limb

Mr Per Anderberg

Mr James Buchanan

Mr Paul Skinner

### Lower Limb

Mr Hugh Apthorp

Mr Andrew Armitage

Mr Adrian Butler-Manuel

Mr Michael Fordyce

Mr James Ritchie

Mr Guy Selmon

Mr Andrew Skyrme

Mr Sentil Kumar Velayudham

Mr Oliver Keast Butler

### Upper Limb

Mrs Lisa Leonard

Mr James Nicholl

Mr Mark Pickford

## Directory of Services

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

- Adult Foot and Ankle
- Adult Hand and Wrist
- Adult Hip Replacement
- Adult Hip Resurfacing
- Adult Hip Revision
- Adult Removal of Fixation Device
- Adult Shoulder and Elbow
- Adult Spinal Procedure
- Adult Arthroscopy
- Adult Knee Replacement
- Adult Knee Revision
- Adult Anterior Cruciate Ligament Reconstruction.