



# patient news

Spring 10



**Welcome to The Horder Centre Spring newsletter. Although Spring has been slow coming this year, the Centre has been busier than ever with many new and exciting services now in full bloom.**

We are thrilled to announce that our new Horder Centre Physiotherapy Service has been launched.

Led by our highly qualified team of Chartered Physiotherapists, The Horder Centre Physiotherapy Service offers the most up to date treatments for a wide range of conditions in a superb new private clinic here at the Centre. (See page 3)

The Physiotherapy Service is another fantastic boost to the Centre's offer for patients of all ages, and until the end of May, 2010, patients referred to the Physiotherapy Service can enjoy a 15% discount on treatment.

In our drive to improve accessibility at the Centre, we have also launched our new and completely redesigned website.

The site makes it far easier for users to locate what they are looking for, whether it be the services we offer, details about the consultants who work here, how to book treatment through NHS Choose and Book, or our latest news.

The website clearly identifies the core values of The Horder Centre such as our warmth, cleanliness and efficiency, and highlights our unique position here in the Ashdown Forest, where we provide a tranquil setting with modern facilities and plenty of parking.

Our multi-million pound redevelopment programme is starting to take shape and much of the enabling work is now complete for phase 1, to create a new reception and out patient area. We are guided at every stage by our planning team and biodiversity issues to protect local wildlife have caused some minor delays.

As usual, I am delighted to hear from former patients about how they are getting back on their feet, and this issue of Patient News includes case studies on an 80-year-old parachutist and two Eastbourne rugby stars.

I hope to see many of you at our annual fund-raising Spring Fair on May 8 at the Centre.

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

## In this issue...

- 2** New Horder Centre website is launched



- 3** New physiotherapy service launches

- 4** Rugby stars are back on the ball



- 5** Spring Fair



- 5** Golf Day, Monday  
13th September





## New Horder Centre website is launched

**THE HORDER CENTRE has officially unveiled its new website with improved accessibility for users and lots of useful information for prospective patients and GPs.**

Key features of the website include links to information on procedures and services offered at the Centre, details of the Centre's consultants and advice on how to be referred to us, either through the NHS or privately.

Visitors to the site can also follow clear directions on ways to support the centre and how to donate, and catch up on our latest news.

Diane Thomas, Chief Executive of The Horder Centre, said: *"The new site is extremely easy to use and greatly improves visitors' ability to find key*

*information on what we do, and how we make a difference.*

*"The website is a great boost for the Centre in that it offers increased accessibility for both patients and GPs and other health professionals.*

*"We will continue to develop the site in the coming months so look out for new features."*

The Centre's web design partner i-Zimbra has created clear channel buttons on the homepage to direct different groups of visitors such as patients and GPs to the most relevant parts of the website.

The website may be new and improved but our address remains the same - **[www.hordercentre.co.uk](http://www.hordercentre.co.uk)**

**Why not log on and see for yourself!**

## Redevelopment work well under way

**WORK ON THE Centre's multi-million pound redevelopment scheme is progressing well.**

Since the plans were approved by the Local Planning Authority in January, the Centre's team of Consultants have been busy preparing hard and soft landscaping plans, an aboriginal survey and a wildlife management plan.

Phase 1 of the scheme involving initial enabling work and improvements to the outpatients area is well under way.

Refurbished treatment rooms are now in use, the outpatient area has been enlarged and new entrance doors for MRI Patients are due to be installed shortly.

Building work on a new access road and improved parking will also start shortly while in the summer, a new physiotherapy gym and a new main reception with coffee lounge will be installed.

Phase 1 of the scheme also includes 16 new en-suite bedrooms on Dufferin ward, work on which will begin in September. A new corridor and lift will be installed in June 2010 to create a new plant room on the lower ground floor and access to Dufferin Suite, including the new bedrooms.

Diane Thomas, Chief Executive of The Horder Centre, said: *"We are delighted that work on the redevelopment scheme is well under way.*

*"We are working hard to keep disruption to a minimum as the work continues, and I would like to thank patients and their relatives for their on-going understanding.*

*"The scheme will deliver major improvements to the Centre, allowing us to maintain and enhance the services we provide well into the future."*

Phase 2 of the scheme, to start in 2011, will include the relocation of Pharmacy to the Dufferin Suite, alterations and improvements to the Centre's diagnostics facilities and the creation of a new admissions and day care lounge, known as the Cilla unit.

## Quiz

**THANK YOU to everyone who attended our charity quiz night on Thursday 11th March. The event was a great success and we hope that everyone who attended enjoyed the evening as much as we did.**

The quiz was hosted by charity quiz veteran Dave Turner who kept teams in order and provided questions that certainly tested the grey matter whilst also ensuring that everyone was having a great time.

Teams were provided with a lovely ploughmans supper during the interval and a raffle was held after the penultimate round with prizes generously donated by local companies and supporters of The Horder Centre.

The event raised £1,000 which is a great amount towards the centre's fundraising efforts.

The winning team were 'Bobbin Along'. The members of the team were; James Smith, Priscilla Smith, a recent patient at The Horder Centre, Carol Brady, Mike Brady & Peter Hall.

Glenda Rogers, HR & PR Manager at The Horder Centre, said: *"We were very pleased to have had such a fantastic turnout for our first quiz here at The Horder Centre and we look forward to organising another one in the future. Thank you to everyone who supported the event."*

# New physiotherapy service launches at The Horder Centre

*Private clinic offers the very latest in physio treatments*

**THE HORDER CENTRE is thrilled to announce the launch of its new Physiotherapy Service, offering the very latest treatments in superb new surroundings.**

The Horder Centre Physiotherapy Service is a brand new and dynamic clinic set up to treat a wide range of musculoskeletal and orthopaedic conditions such as:

- Sports injuries
- Back and neck problems
- Shoulder, arm, wrist or hand problems
- Hip, knee, ankle and foot problems
- Arthritis
- Post operative surgery
- Postural problems
- Muscle and joint problems

Patients who visit the clinic are first assessed by highly qualified physiotherapists to diagnose any issues and are given advice on how to avoid further problems.

A competitively priced and effective treatment plan is then worked out that takes into account lifestyle, leisure activities and general health.

All of our Physiotherapists are Members of the Chartered Society of Physiotherapy (MCSP) and registered with the Health Professions Council (HPC).

The clinic offers a number of leading and affordable treatments including:

- Sports injury rehabilitation
- Joint mobilisation
- Electrotherapy (ultrasound, interferential and Laser)
- Sports and therapeutic massage
- Acupuncture for pain relief
- Spinal core stability retraining, incorporating classwork and 1-1
  - Traditional Pilates
  - Modified Pilates for low back pain
- Exercise class for knee pain associated with arthritis

- Postural education
- Corrective exercise
- Post operative rehabilitation

Karen Planterose, Director of Operations at The Horder Centre, said:

*"The new Physiotherapy Service is a modern and dynamic facility that brings the latest techniques to The Horder Centre, allowing us to treat a wide range of conditions.*

*"As part of our redevelopment programme, the Service will soon offer a superb new physiotherapy gym, which will boost our sports physiotherapy support even further."*

To book an appointment please call our bookings team direct on  
**01892 600815.**

## Put the spring back in your step

...with The Horder Centre Physiotherapy Service

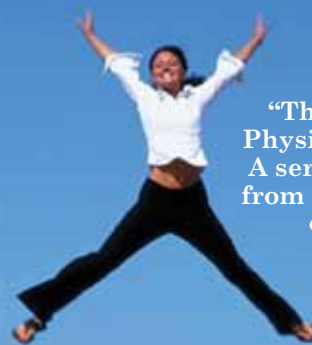
Our affordably priced service offers effective treatment and relief for a wide range of musculoskeletal and orthopaedic conditions.

For more information and to book an appointment please call our bookings team direct on

**01892 600815** or visit  
**[www.hordercentre.co.uk](http://www.hordercentre.co.uk)**

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

**15%**  
discount until  
the end of  
May 2010



*"The Horder Centre Physiotherapy Service - A service you can trust from a renowned centre of excellence"*

# Rugby stars are back on the ball

**FOR RUGBY STARS** Matt Pysden and Steve Clarke, serious injuries threatened to end their playing careers.

Matt, Captain of Eastbourne Rugby Club, and first team player Steve, both suffered injuries which required surgery and were referred to The Horder Centre for treatment.

Now they are well on the road to recovery, with Steve back in regular first team action and Matt hoping to return to the pitch soon.

Matt, 27, had to have his wrist pinned and wired following an injury on the field. The operation was carried out by Consultant James Nicholl at the Horder Centre.

Both players are having on-going physiotherapy from Hannah Cottingham, Physiotherapy Team Lead at the rugby club and Senior Musculoskeletal and Sports Physiotherapist at The Horder Centre.

Matt said: *"My treatment at The Horder Centre was superb and thanks to all the staff my wrist is almost fully recovered. There was some concern I may not play again but I am now looking forward to getting back on the pitch. Having on-going physio has been such an important part of my recovery, and Hannah has been superb."*

Steve, 30, an exercise therapist, suffered a torn ligament in his ankle during a training injury at the rugby club. He underwent a reconstruction operation at The Horder Centre, carried out by Consultant Andrew Skyrme, and like Matt, has on-going physio with Hannah.

Steve has now resumed his position as full back in the club's first team. He said: *"At first I didn't realise how bad my injury was but the ligament was badly torn. Without my treatment at The Horder Centre, and the following physio, I may not have played again, so I am so grateful to all the guys at The Horder Centre."*

Karen Planterose, Director of Operations at The Horder Centre, said: *"To hear that Matt and Steve have made excellent recoveries from serious sporting injury is great news, and highlights*

*the ability of The Horder Centre to treat all ages of patients. We wish Matt, Steve and everyone at the rugby club good luck with the rest of the season."*



Matt Pysden, left, Hannah Cottingham, centre, and Steve Clarke back on the ball



Captain David Owen makes his parachute jump

## High-flying David plans his next jump!

RETIRED ARMY CAPTAIN David Owen, who raised thousands of pounds by making a parachute jump aged 80, is back to his best thanks to The Horder Centre.

Captain Owen made his amazing jump in aid of the Soldiers, Sailors, Airmen and Families Association (SSAFA) and Help for Heroes (H4H) despite suffering with severe pains in his knee.

Soon after the jump, he decided to visit his GP as walking and exercising was becoming harder. He was referred to The Horder Centre where he underwent a full knee replacement.

Now Captain Owen, from Steyning, West Sussex, is looking for new ways to help raise money for the armed forces and has not ruled out a second parachute jump.

He said: *"Before the operation, I had not been able to walk up and down stairs with one foot after the other for 10 years. My knee was becoming more and more painful and although I still managed to complete the parachute jump, I went to my GP for his opinion."*

*"I was advised to visit The Horder Centre. My experience there was amazing. The staff were very friendly and professional. I have already recommended it to others and had no idea I could be treated there under the NHS."*

Captain Owen made a speedy recovery following his surgery thanks to The Horder Centre's physiotherapy team and has returned to normal life, walking on the South Downs and gardening at his holiday house in France.

He said: *"Within three weeks back home I had thrown away my sticks, could walk a mile to the shops and back, and I could walk up and down stairs as naturally as my children, although not quite as fast! I had made a tandem jump to raise money for Help For Heroes a year earlier and now perhaps even at 80 I could make a solo jump."*

So far, Captain Owen's parachute jump has raised a staggering £37,343 and has helped pay for two people carrier cars, donated to two separate SSAFA centres.

Diane Thomas, Chief Executive of The Horder Centre, said: *"Captain Owen's determination to help raise much-needed funds for our armed forces is truly inspiring. We are delighted to have helped him get back to full fitness and hope he continues to stay active, even at 10,000 feet! Helping people like Captain Owen regain their independence is exactly what The Horder Centre strives to achieve."*



# Spring Fair

WE ARE PLEASED to announce that we are holding our Annual Charity Spring Fair at The Horder Centre on

**Saturday 8th May from 10am to 3pm**

We are also very pleased to announce that we be will joined on the day by celebrity guest, **Kim Woodburn**. Known for her TV show 'How Clean is your House' and more recently her place in 'I'm a Celebrity Get me out of Here', where she was runner up, Kim has kindly offered to stay with us for the day.

Stalls will be varied and will include:

**Gifts**

**Homemade crafts**

**Jewellery**

**Plants and Flowers**



We are also pleased to welcome 'Crew of Two' who will be providing live music during the day.

Refreshments will include a BBQ, a beer and wine tent and a café area selling homemade cakes and tea and coffee. There will also be plenty of chances to win a prize at our Tombola or in our other fun competitions.

**There will be something for everyone and we hope to see you there!**



Save the date and book your place

## Golf Day

**Monday 13th September**



**Our Annual Charity Golf Day will take place at the East Sussex National Golf Resort on Monday 13th September.**

**The day includes breakfast, a friendly round of 18-holes of golf followed by a 2 course supper. Teams will be 4-ball and entries are welcome from teams or solo players.**

If you would like to attend this year's event, or find out more information, please complete and return the slip below and further details will be sent out to you. Alternatively please contact **Angela Reynolds**, our Events Coordinator on **01892 665577** or at **angela.reynolds@horder.co.uk**

Please note the closing date for entries is **Friday 29th July 2010.**

### GOLF DAY REPLY SLIP

I/We would like to take part in this year's Golf Day  I would like to find out more about this year's Golf

Name \_\_\_\_\_ No of players \_\_\_\_\_

Contact Address \_\_\_\_\_

Postcode \_\_\_\_\_

Daytime Telephone \_\_\_\_\_ Email \_\_\_\_\_

Please send this slip to **Angela Reynolds, Events Coordinator at The Horder Centre, St John's Road, Crowborough, East Sussex TN6 1XP.**

# Waiting times exceeded once again

**THE HORDER CENTRE has maintained its superb record for exceeding the Government's waiting time targets for treatment.**

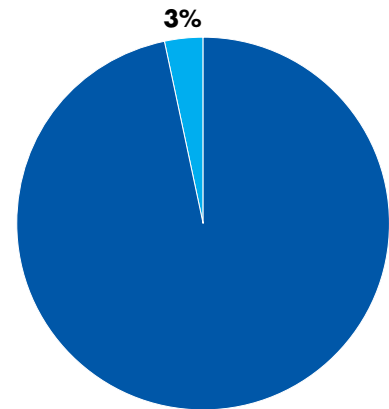
New figures for January and February this year show the Centre treated an average of 97% of patients - 520 in total - within 18 weeks of referral, well above the Government target of 90%.

This compares to an average of 94% at the Centre between January and August 2009.

Alison Green, Information Manager at The Horder Centre, said: "After a very strong performance in 2009, we are thrilled to start 2010 with the same record of greatly exceeding the national minimum waiting time target.

"As the Centre's major capital redevelopment programme progresses, we will be delivering many new benefits to patients at the Centre, including improvements to patient accommodation, but we remain fully committed to maintaining our waiting time performance. We see this as a key priority."

Average figures for January to February 2010



■ Less than 18 weeks  
■ More than 19 weeks

## Without your help....

Without the generosity of our donors The Horder Centre would not be able to continue its valuable work and remain true to its charitable aims. We work very hard to ensure that every penny raised is used to provide our patients with the highest quality care and treatment. So please support us if you can and make your donation go even further by signing the Gift Aid declaration below.

There are 3 easy ways to help us by:

**1 Sending us a cheque**  
Please complete the form below (make cheques payable to: The Horder Centre).

**2 Setting up a regular standing order**  
Please contact our Fundraising Assistant Angela Reynolds on 01892 665577 for a standing order form.

**3 Leaving a gift in your Will**  
If you think you'd be interested in leaving a gift to The Horder Centre details can be found on our website at [www.hordercentre.co.uk](http://www.hordercentre.co.uk) or by contacting Angela Reynolds on 01892 665577 for an information booklet.

**Please send your contributions to:**  
The Fundraising Department, The Horder Centre, St. John's Road, Crowborough, East Sussex, TN6 1XP.

I would like to donate £.....

Name .....

Address .....

Postcode..... Email address .....

*giftaid it*  **Gift Aid declaration:** Please treat all my donations made since 2000 and any future donations after the date shown below as Gift Aid donations. For every pound that you give us we receive an extra 28 pence from the Inland Revenue.

Signed ..... Date .....

Every donation that is made is very much appreciated, so whatever you feel you are able to give really will make a difference – Thank you.

### Your feedback

If you would like to give us any feedback regarding any of the articles or the newsletter in general, please email: [info@hordercentre.co.uk](mailto:info@hordercentre.co.uk) or write to Glenda Rogers at the Centre.