



patient news

Winter 10



Welcome to the first Horder Centre newsletter of 2010, and may I begin by wishing you all a very happy New Year.

2009 was another very successful year for the Centre in which a record number of patients chose to be treated at the Centre under the NHS as part of the Government's Patient Choice scheme.

The Centre continued to improve its services across the board, with 100% of patients who took part in a survey rating cleanliness as good, very good or excellent, and 99% rating standard of care in the same way.

In December we welcomed our new Chairman, Roy Greenhalgh, who takes over from Sir Tim Chessells in this important role to help advise the Board of Trustees in the challenges ahead.

And the year ended on a festive note as the pupils of St John's Primary School visited the Centre to perform their nativity play to patients, staff and relatives.

Looking ahead to 2010, the Centre will begin one of the most exciting periods in its history as our multi-million pound redevelopment begins.

I am delighted that our planning application for the redevelopment is moving forward in a positive way, and we expect work to commence in the coming weeks.

The development will deliver major improvements to the Centre by increasing the number of en suite rooms for patients, creating a new physiotherapy unit, a larger day case unit and a new reception and café.

We believe the three-year programme of works will allow the Centre to continue to deliver the highest quality of care well into the 21st Century and meet future demand.

We will soon be launching an appeal to help raise funds for the on-going redevelopment programme and I hope many of you will be able to take part in the numerous fund-raising events that will take place in the coming months.

The first quarter of 2010 will also see the launch of our brand new website, which will provide information about all our services, and update visitors on the redevelopment.

I am always thrilled to hear from former patients about their recoveries and this newsletter includes two fascinating case studies from charity volunteer Sydie Charlesworth and budding astronomer David Shave.

Thank you all for your support throughout 2009 and I look forward to another successful 12 months.

Diane Thomas, Chief Executive, The Horder Centre

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Redevelopment vision moves closer to reality

WORK ON the Centre's exciting new redevelopment scheme is expected to begin within weeks.

After months of preparation, final planning permission for the multi-million pound redevelopment programme to deliver major improvements to the Centre is moving forward positively.

An appeal is also being launched to secure funds for the on-going work, with numerous fund-raising events and activities planned for the coming months.

The redevelopment will begin with enabling works to prepare the site for Phase 1 of the scheme.

Diane Thomas, Chief Executive of The Horder Centre, said: *"We are now moving into the final positive stages of gaining full planning permission for what will be a very exciting period in the Centre's history."*

"We constantly strive to improve our services, and this scheme will

allow us to do that for many years to come by offering more single-room accommodation and the latest facilities.

"Clearly there will be some disruption as the building work progresses and I apologise for any inconvenience caused, but I am confident that the benefits this scheme will bring will be significant."

The timeframe for the scheme has already been established, and is set out below:

Outpatient enabling work – commences Jan/Feb 2010: Will ensure there is continued access for patients requiring MRI and enough consulting and treatment rooms during the first building phase. Currently more than 25,000 patients are seen through the small outpatient area annually.

Administration reconfiguration will also take place during this phase in order to facilitate improved access, including continuation of 'bookings' whilst much needed repair work to the administration block takes place.

Board of Trustees joins in thanks for out-going Chairman Sir Tim

THE CENTRE'S Board of Trustees met for its Annual General Meeting in November to thank retiring Chairman Sir Tim Chessells for his commitment and expertise.

New Chairman Roy Greenhalgh (see page 3) praised Sir Tim for all his hard work, dedication and valuable guidance during 10 years as Chairman of the Board.

A dinner will be held in Sir Tim's honour in the spring.

Mr Greenhalgh delivered a review of the Centre's past year, which he said had been excellent, with all key performance indicators achieved. He said 2009 was a tribute to all staff at the Centre.

He added there had been positive patient feedback and patient numbers and activity levels were high.

It was noted that the Centre's proposed three-phase redevelopment programme, would bring some much needed improvements to the fabric of the building and significant service improvement.



Sir Tim Chessells

Phase 1

Reception/Outpatient area

– commences Jan/Feb 2010: Will include a new access road and parking, new physiotherapy gym, main reception and coffee shop, two additional consultant rooms and an upgrade to the existing plant room in this area, including new plant.

In-patients area (Dufferin) – March

2010: Will include 16 new en-suite bedrooms.

Corridor between Theatre 3 and Cilla Unit (admissions and day care lounge) – Jan 2010:

Will create stairs, a lift and a plant room on the lower ground floor, providing direct access from the admissions and day care lounge (Cilla) unit to Dufferin.

Phase 2

Programme commences

Sept 2010: This phase will create the admissions and day care lounge, known as the Cilla unit. Enabling work will include the relocation of pharmacy to the Dufferin unit and alterations to the Diagnostics department

Phase 3

Programme commences

Aug 2011: The plant room and plant situated on Dufferin to be replaced. The enabling work associated with this phase will involve upgrading the infrastructure and some redecoration around the new plant room.

Progress on the development will be available on the Centre's new website, to be launched later this year, and in all future editions of the newsletter.

New Horder Centre Chairman pledges to help meet challenging times ahead



Roy Greenhalgh
- Chairman of BOD

THE HORDER CENTRE is delighted to welcome former NHS Chief Executive Roy Greenhalgh to the post of Chairman of the Board of Trustees.

Roy, 59, now an independent management consultant within the health sector, replaces Sir Tim Chessells in the post.

Roy will offer strategic direction to the hospital Board of Trustees as the Centre prepares for an exciting and dynamic period in its history.

He will help guide the Centre, a registered charity, through its multi-million pound redevelopment programme, due to start early in 2010.

Roy, who has worked extensively for the Department of Health, said: "I am thrilled and honoured to be taking on the important role of Chairman of The Horder Centre.

"Sir Tim did a fantastic job in his 10 years as Chairman, helping to establish the hospital as a leading orthopaedic centre of excellence and somewhere

patients can choose to be treated under the NHS.

"My role is to build on Sir Tim's efforts by continuing to develop the Centre's excellent reputation as we enter our exciting redevelopment programme to enhance the services we offer."

Roy said his role will also be to help the Centre meet tough challenges ahead.

He said: *"Apart from the further rapid increases in patient expectations and medical developments that we have come to expect, we cannot but be affected by increasing financial pressures within the NHS, given the fact that a good proportion of our revenue now comes via NHS commissioners.*

"I am confident that our talented Board, management team and all the wonderful and dedicated staff at The Horder Centre will meet these challenges and make sure the Centre grows and continues to meet its charitable purpose."

Roy will help the Board oversee the Centre's three-year development scheme, which will upgrade all patient facilities,

including additional en-suite rooms, a new physiotherapy unit with gym, a new day care unit, innovative admission and discharge suites, and a new reception area and café.

Diane Thomas, Chief Executive of The Horder Centre, said: *"I am delighted to welcome Roy to the role of Chairman, and we look forward to working with him as we prepare for one of the most dynamic and exciting periods in the Centre's history.*

"Roy has proven leadership skills and the ability to drive the vision and mission of our Centre through creative and strategic direction."

Roy worked in various NHS management roles across the country before being appointed Chief Executive of East Surrey Health Authority in 1994, a position he held for seven years. He became an independent management consultant in 2003 and has undertaken a number of posts with the Department of Health including reviewing national quangos and implementing dental reforms.



Active - Sydie joins rider Mickala at the Arrow Riding Centre

10 years on and Sydie is still going strong

CHARITY WORKER
Sydie Charlesworth has not looked back since having both her hips replaced at The Horder Centre more than a decade ago.

The 74-year-old remains

incredibly active despite having her first hip procedure in 1997 and her second operation in 1999.

Sydie regularly attends keep fit classes, helps out every week at a riding school for the disabled near her home in Bexley, Kent, and still finds time for her six grandchildren and five great-grandchildren.

Her case is being heralded as a superb example of the longevity of modern joint replacements.

Sydie, a retired office worker, said: *"Visiting The Horder Centre changed my life. The pain in my hips was terrible, and although I didn't let it beat me, it was making things hard.*

"Everyone at The Horder Centre was marvellous. I cannot praise the care I received enough. Now, ten years on, I still feel great and can do all the things I could soon after my operations."

Sydie is a familiar face at the Arrow Riding Centre for the Disabled, based at Darenth Park in Dartford. She helps care for the horses and walks with the pupils as they ride.

She said: *"I really need to be fit to help out at the riding centre, which is something I absolutely love to do, and thanks to The Horder Centre I am still able to do that.*

"I heard about The Horder Centre from my sister and now my husband and I recommend it to as many people as possible."

Sydie was referred to The Horder Centre by her GP in 1997. Her first operation was funded by her GP practice. Two years later, she decided to return to The Horder Centre for her second operation. She was treated by Consultant Mike Fordyce on both occasions.

Diane Thomas, Chief Executive of The Horder Centre, said: *"Sydie's energy and commitment to helping others is an inspiration to us all, and her ability to maintain such an active life is testament to the quality of modern-day hip replacement surgery.*

"Sydie is also a great example of the care and dedication that our staff deliver and her ongoing fitness is a tribute to them and really highlights the charitable purpose of The Horder Centre."

David reaches for the stars after double knee replacement

AS A tour guide at the famous Herstmonceux Observatory, David Shave is used to climbing stairs within the landmark telescope domes.

However, arthritis in both knees meant his role at the Observatory was becoming increasingly difficult as walking and even standing became extremely painful.

But after two knee replacement operations at The Horder Centre, David, 63, is back to his best, revealing the secrets of the historic observatory to parties of visitors.

David, a retired civil engineer, said: "As a part time assistant at the Observatory, I take people on tours around the centre and that means climbing a lot of stairs.

"As my knees worsened, I was very wobbly on my feet, and had to climb stairs one at a time, which was a bit embarrassing and awkward. Even standing still and then moving off was becoming very painful indeed."

David was advised by his GP to opt for a double knee replacement and was

referred to The Horder Centre for treatment under the NHS Patient Choice scheme.

He said: *"I was so pleased to be referred to The Horder*

Centre, where I received superb care and attention under my consultant, Per Anderberg. Although I had not heard of The Horder Centre, my GP recommended I went there and I am so glad I did.

"All the staff were approachable, friendly and very good at what they do and I have made a great recovery."

Married father-of-two David, from Horam in East Sussex, is now able to enjoy his role again without pain and is keen to recommend the Centre to others.

He said: *"My treatment has made a huge difference to my life. I am now back to my best and am able to move around and climb stairs without difficulty. As well as my part time job, I am also back gardening."*



David Shave at Herstmonceux Observatory

Diane Thomas, Chief Executive of The Horder Centre, said: *"David's case study is another great example of how we are able to help people recover from often very painful and debilitating conditions and get back to enjoying their lives. As a charity, this is what The Horder Centre always strives to achieve."*

David will be on hand at the Herstmonceux Observatory Science Centre's open evening from 6.30pm to 11pm on January 23 when guests will be able to study Mars and the moon using one of the main telescopes and tour the Centre's indoor exhibits. For more details visit www.the-observatory.org

Quiz night

Test your wits at The Horder Centre quiz night – our first fundraising event for 2010.

Taking place on Thursday 11th March 2010 tickets for the quiz are only £7.50 and include a ploughman's supper. Please feel free to bring your own alcoholic drinks and glassware however, soft drinks will be available on the evening for 50p.

We are inviting teams of up to 6 to join us for an evening of friendly competition. There will be 6 rounds including general knowledge, music and a picture round. There will also be a raffle.

The quiz will begin at 7pm so please arrive at 6.45pm as we will be starting promptly.

To confirm your team please complete the slip below and return it with a cheque for the relevant number of team members, to **Angela Reynolds, Fundraising Department, The Horder Centre, St. Johns Road, Crowborough, TN6 1XP.** (Please note we have limited capacity so places will be sold on a first come first served basis).

We look forward to seeing you there.

Team name:

Number of team members:

Names of team members:

Contact name:

Contact telephone number:

Cheque enclosed for: £

made payable to The Horder Centre



New kit: Langton Green Under 10s show off their new strip

Langton Green FC on target thanks to The Horder Centre

THE HORDER CENTRE has become the proud sponsor of Langton Green Football Club's Under 10s side.

The team now sports a smart new white and blue kit, displaying the Centre's logo.

Team manager Andrew Corner, a Consultant Anaesthetist who works at the Centre, said: *"The boys are thrilled with the new kit, which they say has far more room and is very comfortable."*

"It's given them a real boost and they have had some excellent results since the kit was received so it seems to be doing the trick. We are all very grateful to The Horder Centre."

Diane Thomas, Chief Executive of The Horder Centre, said: *"We are delighted to be supporting the Under 10s and are following their progress with interest. The players are all excellent ambassadors for The Horder Centre and we are thrilled to be associated with this popular local club."*

Last year the club scooped the Under 9s Sportsmanship Award from the Crowborough League, the only award handed out in the club's division.



The pupils of St John's Primary School perform their annual nativity

St John's pupils perform at The Horder Centre

PUPILS FROM St John's Primary School in Crowborough brought a festive feel to the Centre by performing their annual nativity play for patients.

Every year, the Centre offers its dining area to the school to give youngsters the space to perform their Christmas play.

Pupils gathered for the traditional nativity show to the joy of the audience of more than 80 people, made up of their

relatives, as well as hospital staff and patients.

Glenda Rogers, HR and Public Relations Manager at The Horder Centre, said: *"The St John's nativity play is one of the highlights of our annual calendar and this year's performance was excellent."*

Karen Planterose, Director of Operations, thanked the children and their families for visiting the Centre.

Waiting times improved again

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

New figures for September, October, November and December last year show the Centre treated an average of 96.8% of patients within 18 weeks of referral, well above the Government target of 90%.

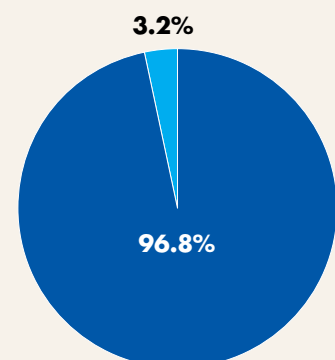
December was a very strong month with 99.6% of patients seen within the target time. This compares to an average of 94% at the Centre between January and August 2009.

Alison Green, Information Manager at The Horder Centre, said: *"2009 was another excellent year for The Horder Centre in our constant drive to exceed the national waiting time target."*

"To end the year with an improvement on our own high standards is testament to all the hard work our staff have put in."

"Looking ahead to 2010, we are determined to keep up this performance and as our major capital redevelopment programme begins, we will also be delivering many other new benefits to patients at the Centre including improvements to patient accommodation, both for day surgery and in-patient treatment."

Average figures for September to December 2009



- Less than 18 weeks
- More than 19 weeks

Would you like to join The Horder Centre as a volunteer?

WE ARE LOOKING to recruit volunteers to help with the many tasks that are undertaken throughout our Centre and we think there are lots of people out there who could make a significant contribution to us. We have several different roles available at various times throughout the day.

Becoming a volunteer is an ideal opportunity to make new friends, develop new skills and it could even lead to employment and a new career.

We have created a robust volunteer framework which outlines our expectations and what our volunteers can expect from us.

There will be a recruitment process so that your attributes, experience and interests can best match both of our needs. A full induction will also take place.

If you think this is something you might be interested in and would like to discuss it further please do not hesitate to contact Glenda Rogers, HR and Public Relations Manager on (01892 665577) or alternatively email glenda.rogers@horder.co.uk

Xmas cards



THANK YOU to everyone who purchased Christmas cards via our newsletter or in our main reception at The Horder Centre. We have had a fantastic year and have made sales of over £7,000. Our new designs for 2009 were very popular with the 'Penguin' and 'Christmas Tree on the Lake' cards selling out fast. If you have suggestions for cards for 2010 please email info@horder.co.uk with your comments.

Proceeds from the sale of our cards are reinvested into the centre to ensure that we can continue in our aim to change our patient's lives and enable them to live life to the full.

Your contribution to The Horder Centre is greatly appreciated

– thank you for your support.



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 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 or write to Glenda Rogers at the Centre.