



# patient news

Winter 09



## Welcome to our latest patient newsletter.

**I would like to begin by wishing you a very Happy New Year and a prosperous 2009 and I hope you had a pleasant and enjoyable Christmas.**

As The Horder Centre enters 2009, we are able to look forward to an exciting twelve months. We are embarking on the initial stages of a three year plan to refurbish The Horder Centre to meet increasing demand, patient expectations and changing needs. The plan will see major improvements to day care facilities and patient accommodation, as well as the eradication of mixed sex accommodation and the creation of admission and discharge suites.

During the year our fundraising team will also be working hard to help contribute to the funding of these developments. They have a number of events planned for 2009 such our Spring Fair in May and annual Golf Day in September. It would be a pleasure to see you at any of the forthcoming events.

Once again I am delighted to share some of our former patient's inspirational stories. One that particularly caught my eye is Beverley Grimes' story. She was one of our younger patients who, following treatment, took part in a skydive to raise funds for the Centre last year. You can read more about her and see the picture on page 2.

Enjoy the read and please do keep in touch – we love to hear about the success stories and activities of former patients.

Once again have a very happy and peaceful 2009.

With warm regards

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

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We held our Annual General Meeting on the evening of Thursday 27th November during which the Centre's Trustees commenced the planning phase of a three year redevelopment programme. We will spend around £2.7 million in the first year alone. The plan is to update facilities and improve the already positive patient experience further. During phase one of the improvement programme the aims are to:

- **Upgrade all patient facilities**
- **Improve day care facilities**
- **Create admission and discharge suites**
- **Eradicate mixed sex accommodation to improve patient privacy and dignity**
- **Make additional improvements to the already high standards of cleanliness and comfort.**

# Exciting times ahead as The Horder Centre invests for the future

Trustees, Members and senior members of staff attended the AGM, following which they were issued with copies of the Centre's Annual Report. The report underlines the Centre's ethos of continual improvement. It reported that there was an impressive growth in planned orthopaedic treatments from 2,659 in 2006/07 to 4,488 in 2007/08 with 4,186 of those patients receiving care, free at the point of delivery.

Explaining reasons for the growth, our Chief Executive, Diane Thomas said; *"The increase in activity can be attributed to the improvements made in facilitating access into the Centre and through the implementation of the Government's Patient Choice scheme. The active promotion of our services to the local community and the wider catchment area of the South East Coastal Strategic Health Authority has also certainly made a positive impact."* Ms. Thomas continued; *"I am delighted that our Trustees have this evening commenced plans for the next three years. We will now be able to enhance the fabric and design of the hospital to meet current demand, future patient expectation and changing needs."*

It is expected that work will begin on the improvements to The Horder Centre early in 2009.



## Beverley Grimes Skydiving Exploits

Just over two years ago, Beverley Grimes from St Michael's near Tenterden was treated at The Horder Centre. She had a total hip replacement at the age of just 39. Her surgery was carried out by Consultant Orthopaedic Surgeon, Mr Hugh Apthorp. Beverley said; *"I am very grateful to him and his team and also to all the staff at The Horder Centre who contributed to the wonderful care and attention I experienced whilst staying there."*

In September last year (2008) to show off her newly increased mobility, demonstrate her gratitude, and raise funds for The Horder Centre, Beverley took the brave decision to take part in a tandem skydive. Her daredevil stunt

raised an impressive £300 for the Centre and it's fair to say gave her an enormous personal boost at the same time.

Describing her pleasure at taking part in the jump Beverley said; *"Two and a half years ago I was in tremendous pain and was walking with sticks. So for me to do a skydive I felt a sense of great achievement and I have The Horder Centre to thank."*

If you have a story like Beverley's, we'd love to share it with our readers. Please get in contact with our Public Relations and HR Manager, Glenda Rogers either by email to [glenda.rogers@horder.co.uk](mailto:glenda.rogers@horder.co.uk) or by post to The Horder Centre, St. John's Road, Crowborough, East Sussex TN6 1XP.

*"Two and a half years ago I was in tremendous pain"*





# PINK DAY 2008

Staff at The Horder Centre dared to “*Wear it Pink*” in October to help raise money and awareness for the Breast Cancer Campaign. Members of staff paid a minimum of £2 to dare to wear pink, and some also sold cakes and sweets. In total we raised £228.78 on the day and with Gift Aid our donation to the Breast Cancer Campaign will be £284.85 which is a fantastic total.

Well done to everyone who joined in. It is great to know that as a charity we can support other worthy causes too.

## A long and painful journey for Jenny, but she is now pain free



Mrs Jenny Butler, aged 70 of Monks Hill near Smarden, spent five days in The Horder Centre recently undergoing a revision of a left total hip replacement and shortly afterwards a right total hip replacement. Jenny describes her long journey to a pain free life.

*“Following some years of pain I had a hip replacement (at another hospital) and four days later getting in the car at home it dislocated. I was taken to my local hospital where it was replaced, but it dislocated again two days later. I then wore a brace for five months until Mr Aphorp at The Horder Centre revised the left hip successfully and replaced the right hip four months later. Now I am pain free and more active than I have been for a long time!”*

*“The atmosphere at The Horder Centre is one of calm, friendliness and efficiency. The group physio sessions are excellent. The group system works extremely well, is very helpful and the humour of the therapists is in a class of its own.”*

Jenny continued, *“Since my two operations life has returned to normal, although I did find walking about on the Isle of Wight ferry in a rough sea, a bit of an interesting challenge! It is bliss to be pain free after so long and I am most grateful to Mr Aphorp and The Horder Centre for this. I am pleased to say I have already recommended The Centre to several friends!”*

# St. John's Primary School Christmas Show



We were delighted to welcome the children and teachers of St. John's Primary School to The Horder Centre on Friday 12th December for their Christmas play. The School which is just down the road from us, use The Horder Centre to perform so more people can enjoy their show! Everyone felt in the festive mood

with seasonal singing and acting, followed by an impromptu visit from Father Christmas himself which was the highlight for many. The show was enjoyed by parents of the children as well as Horder Centre staff and patients who also joined the audience. Thanks again to all those involved with the event.

# Charity Ball



As you'll know from the last issue of Patient News, for the next eleven months or so, The Horder Centre is The West Kent Chamber of Commerce and Industry's Charity of the Year (WKCCI).

To kick start the fundraising efforts the Chamber held its Annual Ball at the Spa Hotel, Tunbridge Wells in October. All proceeds from the evening were donated to the Centre.

According to those who attended, the glittering gold-themed ball was a huge success and the evening raised a fantastic £1,850 for the Centre.

Thanks also go to the photographer who kindly donated a proportion of his profits from the evening.

We have also received donations from WKCCI networking events so far totalling £90.00. Many thanks to the WKCCI for their support to date. We look forward to working together in the following year.



## Sincere thanks to the Salmon and Trout Club

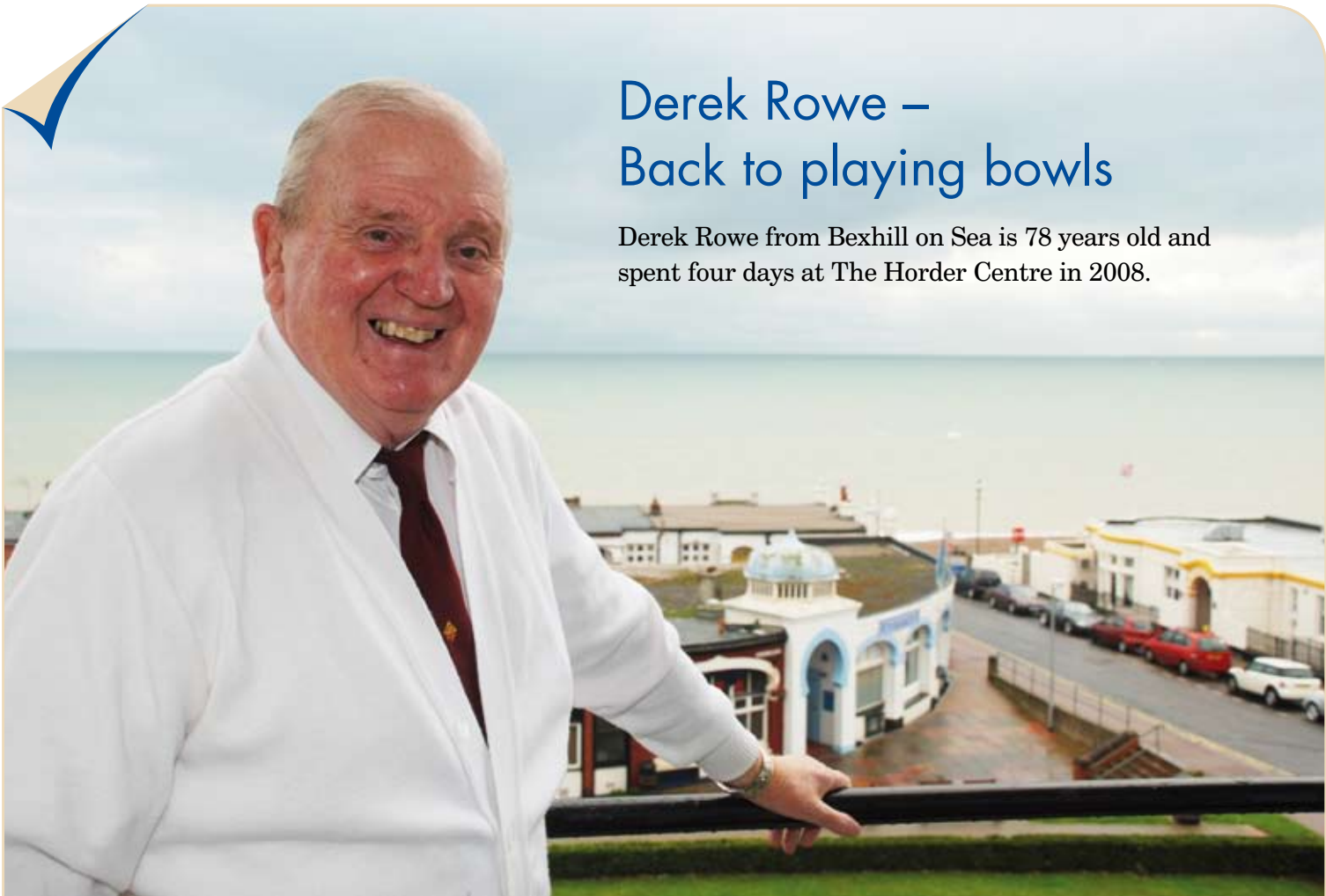
On behalf of The Horder Centre our Fundraising Assistant Angela Reynolds was delighted to accept a donation of £1,000 from the Salmon and Trout Club at their Christmas meeting held on Tuesday 2 December in Guildford. Angela is pictured here with Club Treasurer, Mrs Viv Foss (far left), Club Chairman Mr Gordon Summers and Honourable Club Secretary, Mr Alan Carter who are seen here holding the emblems that symbolize the club's name. Thanks go to the club for their important and much appreciated support.

## Christmas card sales boost

Thank you very much to those of you who supported us by purchasing Christmas cards. We are delighted to say that sales have again increased compared to previous years.

**We have taken an amazing total of £7,759.48 in sales of cards and calendars from orders through patient news and in our main reception.**

In fact some designs such as Nature's Way were so popular we had to re order extra stock as early as October! Other designs including Winter Deer and Frosty Robin were so well liked we sold every last card! Our aim is to increase our sales even more next year - with your help of course!



## Derek Rowe – Back to playing bowls

Derek Rowe from Bexhill on Sea is 78 years old and spent four days at The Horder Centre in 2008.

During his time at the Centre he had surgery for a total hip replacement on his right side. Prior to his operation Derek was unable to walk more than a few hundred yards without pain.

Derek said *“I had to give up bowls and other simple recreational activities because they were just too painful. I was offered the choice of three hospitals by my GP and on his recommendation chose The Horder Centre.”* He continued; *“My treatment commenced straight away on arrival at The Horder Centre, there*

*was no overnight wait which made life easier. I was also able to benefit from the private room which, because of the peace and quiet, hastened my recovery. Following my operation I lost the pain from the joint immediately, and was surprised how small the incision was. After eight weeks or so I could play bowls again and have a reasonably normal life. I took a short holiday to the Isle of Wight with my wife in November and we have also started dancing regularly again. Thanks to all the staff at The Horder Centre.”*

## Why patients choose us

The Government’s ‘Free Choice’ policy means more and more patients are choosing The Horder Centre for their NHS treatment. With the help of their GP, patients are making an informed choice about where they go for their elective orthopaedic treatment. Fortunately we are fast becoming one of the most popular choices locally.

There are four main reasons why patients choose us:

- **Quality of care**
- **Word of mouth recommendation**
- **Our reputation as a Centre of Excellence**
- **Reduced waiting times**

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

- **Cleanliness**
- **Low infection rates**
- **Quality of our Consultants**
- **The warmth and friendliness of our staff**
- **Free car parking**



# There's still time to buy our Charity Calendar

If you didn't get the chance to buy one of our lovely charity calendars before Christmas there is still time.

So why not organise the year ahead and buy one of our beautiful calendars to help you?

Just by way of a reminder the calendars are A5 size and come with an envelope. The wonderful images included are shown opposite and calendars can be ordered by contacting [angela.reynolds@horder.co.uk](mailto:angela.reynolds@horder.co.uk) or calling her on 01892 665577.



## 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.