



patient news

Autumn 06



Welcome to our new-look patient newsletter. To reflect our continual drive for high standards and modern practices, we have begun the process of reviewing and updating all of our communications. If you would like to pass on any feedback, contact details can be found on the back page. I do hope you find this latest newsletter an informative and enjoyable read.

Record turn out at tee

The Centre's annual fundraising Golf event saw 86 players tee off at the East Sussex National Golf course on Monday 11 September. Players included GPs, consultants, suppliers, patients and supporters, and thanks to their generosity over £3,000 was added to the Centre's fundraising total. "Well, it wasn't exactly a hardship to play on such a beautiful day and be followed around the course by a buggy bearing supplies of cool drinks and chocolate" said Brian Pestell, a supporter and former patient of the Centre.

.....(continued on page 2)



Local man's Great North Run raises £450

Alan Collard, a local resident of Crowborough, successfully completed the Great North Run on 1 October and single-handedly raised an amazing £450 for The Horder Centre. Alan joined 55,000 other runners to undertake the half marathon (13.1 miles) from Newcastle City Centre to South Shields seafront and arrived at the finish line 2 hours and 7 seconds later. "I thoroughly enjoyed the event and have nothing but praise for the event's organisers" says Alan. "It was a phenomenal experience being surrounded by so many runners, all doing their bit to raise money for their chosen charity".

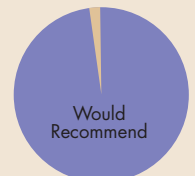
What the patients say...

Last year, 1,874 of our patients completed and returned their feedback questionnaire and we are delighted to say that patient satisfaction is at an all time high.

99%
give thumbs-up
for standard
of care



97%
recommend
family and
friends



100%
give top marks
for cleanliness



"The professionalism, dedication, cheerfulness and cleanliness were beyond reproach or belief in this day and age, or that I have ever come across. Thank you all so very much for a job well done. One very satisfied customer."

DW, former patient

Top 4 reasons why The Horder Centre is the patient's choice

- 1 Excellent outcomes of care
- 2 High standards of cleanliness
- 3 Warmth and friendliness of staff
- 4 Short waiting times

"I had not expected to be treated as an individual, nor to be met with such consideration, humour and evident pleasure in caring for people. It was truly a revelation and I cannot understand why, if The Horder Centre can get it right with its holistic outlook and practice, other hospitals cannot learn from it."

MY, former patient

Record turn out at tee *(continued from page 1)*

.....This year's event has proved to be the best yet both in terms of the number of players and the amount of money raised. "We plan to hold the event here again next year" said Karen Planterose, Director of Operations and event organiser, "the club staff were excellent, extremely professional and wonderfully attentive. All the players have said how accommodating the grounds staff were and how much they enjoyed playing."

A special mention must go to Mike Theobald, husband of Rosemary, a member of staff here at the Centre and one of the Golf Day coordinators. "Without Mike's golfing expertise and commitment, we would struggle to host such an event" added Karen

Play was followed by a formal dinner in the club's Ballroom where the winners were presented with their prizes by Mr Fordyce, Consultant and Chair of the Centre's Medical Advisory Committee and fellow player. The ladies' winner was Debbie Davison (pictured on the front cover), a GP from Eastbourne and winner of the men's prize was Nick Stevenson who was delighted to be able to top up his tan in September. "It was great being out on the course on what felt like a summer's day and the only thing to top that is knowing all this fun is for a good cause." Other prizes went to Simon Wilding and David Hurley for the Pairs entry and to Mike Saunders, a Consultant General Surgeon from Eastbourne, for the Longest Drive.

"It was a thoroughly enjoyable day" said Diane Thomas, the Centre's Chief Executive "and thanks to all the players, Mike, Karen and her team, and the golf club staff, it's been a memorable and successful one."



A passion rekindled thanks to Exeter Hip

Former patient Mary Chamberlain was first seen at The Horder Centre in 1999 when she was recommended to have an Exeter Hip replacement. "I couldn't believe it" says Mary, a retired nurse, "the day after surgery I didn't have any pain. I know that's difficult to believe but it's true." Four months after her operation, Mary was able to return to work.

Prior to her surgery, she had great difficulty getting in and out of her car, "I was heading for a wheelchair which was a disaster as sailing is my biggest passion" recalls Mary. "I wept when I realised that if I didn't do something soon, there might be no turning back". When asked why she had not taken action sooner Mary explained that she considered herself 'too young' to have hip replacements – she was 55 at the time. Mary recognises that fear is the biggest hurdle to overcome even when the pain becomes unbearable and sleep is only possible for a few hours at a time.



*Left & top right:
Mary hiking
in Nepal*

As is often the way, it isn't just the patient's life that is affected; loved ones are faced with the daily hurdles too, not just in terms of day to day mobility, but watching a loved one struggle in pain. "It upset me that there were certain things my husband had to do for me" remembers Mary, "and that I couldn't lift up my grandchildren or play with them, although they are getting a bit too big for that now."

Following her first hip operation Mary wasted no time reclaiming her active lifestyle. She and her husband Tony not only kept their promise of a visit to friends in Argentina for the Millennium, but they also enjoyed a canal boat holiday followed by a 'Round the Isle of Wight' race in June 2000, where they came 27th out of 700 entrants.

So when Mary's second hip was replaced a year later, her dream of taking a trip to Nepal and India became a reality. "I can't begin to express what a fantastic feeling it was to actually realise this ambition" recalls Mary "it was as though I'd been given a second chance to take back my life and live it to the full". Mary's new hips were tested further still when she and her husband sailed their new boat back from Finland last year.



When asked what advice Mary would give to others thinking about having a hip replacement, she had two suggestions: to overcome the fear and to do the physiotherapy, "no matter how boring it might be." Then Mary quickly adds, "and of course, to come to The Horder Centre. It's a wonderful place to be, everyone is calm and relaxed and the atmosphere is harmonious." Mary also speaks very fondly of her consultant Mr Paul Skinner, "I am very grateful to Paul Skinner, he and the Centre staff have made such a difference. I know because when I hear others talk about their experiences, I realise my own has been so different." Mary goes on to say "if 'Oscars' were awarded for the best hospital I would definitely want The Horder Centre to have one."

Wine club gets Trustees' vote

The Centre's Trustees have voted a resounding 'yes' to the launch of our very own Wine Club as part of a major fundraising initiative. For every case ordered, £10 will be donated to the Centre. A choice of three exclusive wines is on offer: Chardonnay, Merlot and Cabernet Sauvignon - normally sold at around £14 a bottle. All three are branded with the Club Cellar label and sourced direct from the top vineyards in Australia - and have been tested by our Trustees.

Australian wine has been the number one selling wine country in the UK for the past few years. In fact, North East Victoria is considered such a unique wine growing region that Jancis Robinson, a Master of Wine, regards it as being "one of Australia's great gifts to the wine world".

Save up to 50% on high street prices

The Horder Centre Wine Club offers unbeatable value. For example, a mixed case of four bottles of each type is available for an unbelievable £85.00 and with the forthcoming festive season, we recommend you stock up now to avoid disappointment. To find out more or to place your order contact:

The Horder Centre Wine Club:
0870 850 3161
or visit

www.clubclaret.co.uk/HorderCentre.

Wine for all palates

Hand picked in 2003, the **Cabernet Sauvignon** is an elegant red wine with a clean balanced and smooth finish with passion fruit on the nose. The dark cherry flavours with blackcurrant are distinctive with hints of toffee.

The **Chardonnay** is so finely structured that it shows subtle aromas of sweet French oak rather than the big oak influence of other Chardonnays. Hand picked in 2005, the colour is straw with flavours of white peach and ripe fruit giving it a creamy texture and a zingy clean finish.

The **Merlot** - hand picked in 2004 - is an exceptional example of the variety - soft in fruit but capable of great richness. This Merlot has both with its rich opulent fruit on the nose, dark berry fruits on the palate and soft supple tannins with a hint of chocolate.

Centre is first choice for patients

Thanks to the Government's 'Patient Choice' initiative The Horder Centre is fast becoming patients' first choice for orthopaedic treatment and surgery. What is unique about this initiative is that patients now have a say in where they go for treatment. So for patients living in the areas where the Primary Care Trust (PCT) has commissioned the services of The Horder Centre, all they need to do is ask their GP to arrange an appointment at the Centre and we will take it from there.

The Horder Centre has been commissioned by the following Primary Care Trusts to accept direct referrals from General Practitioners:

PRIMARY CARE TRUSTS	FORMERLY KNOWN AS
East Sussex Downs and Weald	Sussex Downs & Weald Eastbourne Downs
Eastern and Coastal Kent Teaching	Ashford Primary Care Trust Canterbury & Coastal East Kent Coastal Teaching Shepway
Hastings and Rother	Bexhill and Rother Primary Care Trust Hastings and St Leonards

"Since my referral to the Centre, I have received ever-glowing reports from previous patients and relatives, who were immensely satisfied with the quality of care administered - I would now like to add my name to this list!"

AC, former patient.

To find out more about the Patient Choice initiative contact us today for a copy of our latest leaflet or contact your GP.



Your support changes lives

Many of our former patients have taken the trouble to write to us and tell us how their lives have changed dramatically following their surgery. Many, like Mary Chamberlain featured left, have been able to revisit their hobbies or passions and others have embarked on new adventures. What makes these stories truly remarkable is the fact that without the generosity of our friends and supporters, the lives of these former patients could have been very different.

Many of you know that as a charity we rely heavily on the generosity of our friends and supporters to help us maintain the high standards of care and treatment our patients have come to expect. However, there is another aspect of our work which is vital to our patients' lives and that is making sure the equipment and the joints themselves are the best available. By working closely with manufacturers of prosthesis and participating in long term outcome studies, The Horder Centre is able to contribute to the medical world's wider body of knowledge.

What can you do to help?

Over half of our fundraising income comes from legacies which is one way in which you can support us. A legacy offers you the facility to make a monthly payment to a charity of your choice without compromising the value of your estate and therefore, your family's inheritance.

What's more, gifts made to charities are exempt from Inheritance Tax.

The reason why legacies play such a vital role in our fundraising efforts is because your commitment to making regular contributions means we can plan for the future. To find out more about setting up a legacy for The Horder Centre - and any other charities - contact 'Life Legacy Services' who, in conjunction with Friends Provident, has developed a Life Legacy Plan. This plan enables supporters to make monthly contributions from £8 to £24 a month.

So why not call them today on 01737 770351 or visit www.life-legacy.org.

Christmas cards now on sale

Order today to avoid disappointment - Limited Availability

Each year we offer a collection of Christmas cards and this year is no exception. Thanks to the support of our patients, supporters and friends the money raised does make a difference to our fundraising efforts. This year we want to beat our record and with the selection of beautiful cards available for 2006 we believe this is possible – and due to popular demand, the ‘Robin’ card is back again.

Local school children paintings - pack of 10 Xmas cards at £2.50 – unbeatable value

Paintings by the children of St John’s School in Crowborough decorate the walls at The Horder Centre and we are delighted that two of these paintings are to feature as part of this year’s Xmas card collection. You will find 5 of each design in each pack. We hope you will like them as much as we do.



Design A



Design B

The popular ‘Robin on holly’ card – pack of 10 for £2.74

Each card is 12.8 x 9.6cm in size and the pack includes envelopes.



Design C

A selection to please everyone – pack of 10 with envelopes

Watchful star - £2.75
Trees in a row - £3.00
Under the tree - £3.50



Card designs clockwise from top left: Design D ‘Watchful star’, Design E ‘Trees in a row’, Design F ‘Under the tree’



Card selection	No. of cards per pack	Card size (cm)	Cost per pack	No. of packs	Total
Design A & B: St John’s School	10	12.1 x 12.1	£2.50		
Design C: Robin on holly	10	12.8 x 9.6	£2.74		
Design D: Watchful star	10	22.8 x 8.5	£2.75		
Design E: Trees in a row	10	16.5 x 8.2	£3.00		
Design F: Under the tree	10	22.8 x 12.1	£3.50		
Total cost of order					
Free posting & packing - however, donations would be greatly appreciated					
Total payment					

Please make cheques or postal orders payable to ‘The Horder Centre’.
If you require a receipt, please tick the box. Thank you for your order.

Your details:

Please complete using BLOCK CAPITALS.

Name: _____

Address: _____

Postcode: _____ Telephone no. _____

Thank you for your support. Please return your completed order form to Lois Murphy of our fundraising team here at the Centre. Please remember to enclose your cheque or postal order with your form.

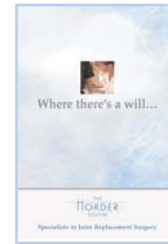
Your feedback

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 Chris Brown here at the Centre.



Make a difference today

There are a number of ways in which you can show your support, all of which are covered in our information leaflet ‘Where there’s a will...’.



Call us today on 01892 600847 for your copy and help us to continue making a difference to people’s lives now and in the future. Thank you.

Alternatively, if you wish to send a donation today then please complete the form below and return it to Lois Murphy of our fundraising team here at the Centre.

Yes I would like to help The Horder Centre

Name: _____

Address: _____

Postcode: _____

Telephone number: _____

Email address: _____

Here is my gift of £ _____
(please make your cheque payable to ‘The Horder Centre’.)

Please debit my Mastercard/Visa/
Switch/Maestro/Connect

Card No: _____

Expiry Date: _____

Valid From Date: _____

Issue Number (Switch Only): _____

Signed: _____

Gift Aid

If you are a UK taxpayer, you can help us claim back an extra 28% from the Inland Revenue at no extra cost to you. How? By completing the ‘Gift Aid Declaration’ below.

Gift Aid Declaration: please treat all donations I make after the date shown below as Gift Aid Donations.

Date: _____

Name: _____

Signature: _____

Please send me further information on leaving a legacy. (Please tick the box.)