



patient news

Summer 08



Welcome to our Patient 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 new 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 the profile of the Centre through new events and innovative fundraising activities. In this issue you can read about our successful Spring Fair as well as other future initiatives for you to get involved with. You'll also read some of our latest patient stories including one from a younger patient. There is also the chance to join us at our annual golf day. Anyone who enjoys a friendly golf tournament is very welcome, and we'd love to see you there.

I would also like to take this opportunity to personally thank all those who continue to support us. Without you, there is no doubt The Horder Centre would not be the place it is today.

I hope you enjoy this issue and remember you can always find out more about us, our work and fundraising activities at www.hordercentre.co.uk

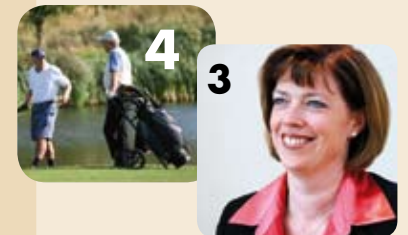
With warm regards,

Diane Thomas
Chief Executive, The Horder Centre

CONTENTS



- 2 Fair puts a spring in our step
- 2 A fast car, holidays and fun all the way!



- 4
- 3 Welcome to our new Director of Clinical Services

- 3 Free Choice update

- 4 Golf Day
- 4 Cool new shoes

- 5 Why patients choose us

- 5 Picture this

- 5 Poet's Corner

- 6 Please support us



Fair puts a spring in our step

Despite the cold and wet weather earlier in the month, Saturday 10th May turned out to be one of the hottest and sunniest of the year so far. It was perfect weather for our Spring Fair which attracted over 300 visitors, some of them familiar faces and some who were visiting The Horder Centre for the first time.

With over 20 stall holders selling everything from plants and gel burners to cheese and chocolates, there was plenty to choose from. Visitors basked in the sunshine, while enjoying burgers from our BBQ and were lucky enough to be entertained by Jazz band 'The Rhythm Kings' and pupils from St John's

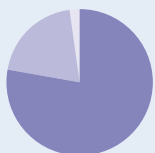
Primary School who performed some wonderful country dancing.

All in all it was a real community day and best of all we raised over £1,200 for The Horder Centre. Our Chief Executive, Diane Thomas said: "We had an extremely successful day, it was lovely to see so many old friends as well as new faces at the Fair. We had an excellent turn out, helped by the beautiful weather and some really interesting stalls drawing in the crowds. Thank you to all those who supported us and helped raise such a brilliant total."



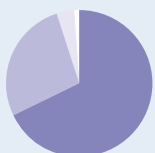
What our patients say

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.

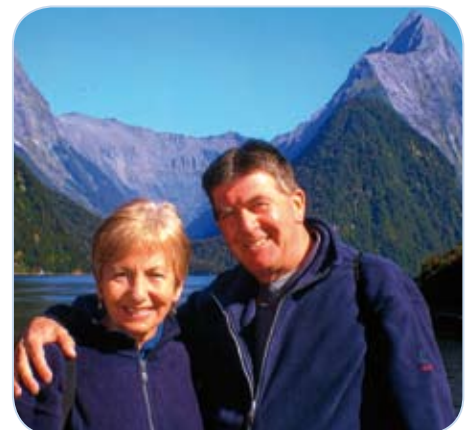
A fast car, holidays and fun all the way!

Stuart Williamson, 66, from Haywards Heath suffered 18 months of constant upper thigh muscle pain before diagnosis and treatment at The Horder Centre. Before being diagnosed, he was suffering a limp which was getting worse. Stuart said: "Any form of activity, even walking and getting in and out of my car, was extremely painful. Towards the end of 2006 I could no longer drive safely which was particularly upsetting because driving is a real passion of mine."

Stuart chose The Horder Centre for treatment after it was recommended by a friend. Stuart said: "Originally I was referred elsewhere, but I knew I could choose so I asked my GP to refer me to The Horder Centre instead."

Stuart continued: "Everything, from the pre-assessment appointment, my Consultant, Mr Guy Selman, my hip replacement operation itself, the after care and physiotherapy treatment, was excellent. Every single member of staff at The Horder Centre was part of a truly wonderful team of dedicated caring professionals."

When Stuart was asked if his life had changed since his 4 day stay at The Horder Centre, he replied in no uncertain terms: "You bet it has! I am back to normal – it's great, not a single jot of pain. Now I can walk, garden,



play golf and drive my little Morgan +4 again." Stuart has also got the travel bug visiting Singapore, Australia, New Zealand and Japan. His next stop is Italy's Amalfi coast, Sorrento, Capri, Vesuvius and Pompeii.

We learned about Stuart's recovery and improved quality of life because he, like so many former patients, wrote to thank us. In his most recent correspondence he ended with: "I would recommend The Horder Centre to friends and family, absolutely, without any hesitation or reservation whatsoever. I'll be forever in your debt, very many thanks."

If you would like to share your story, write to Ryan Pitts, Marketing Manager and include photos if possible. We will feature as many as we can in future issues of our newsletter. Stories like Stuart's are a real inspiration, and we thank him for letting us share it.

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 and 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."

SIMON ELWEN

– reaching the finish line



You may recall reading about Simon Elwen, our intrepid fun runner, in the last issue. Simon, a member of our theatre recovery staff, has now successfully completed 4 charity runs in Kent and Sussex. The most recent run took place on 5th July at Bewl Water, near Lamberhurst.

So far with your kind support Simon has raised £470. If you'd like to help increase the total please send your donations to Angela Reynolds, our Fundraising Assistant, at the usual address.

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 in February by Alan Johnson, Secretary of State for Health; from 1st April 2008 NHS patients now have even 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 of awareness raising, The Horder Centre held a week long roadshow 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 access treatment and care at the Centre.



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!"



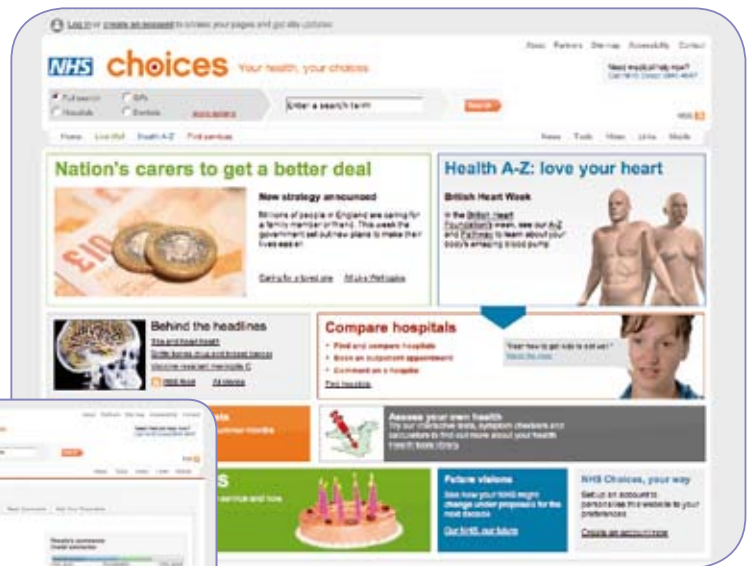
NHS Choices

Why not post your views

Why not tell others about your positive experiences of care at The Horder Centre. You can visit NHS Choices at www.nhs.uk and post your opinions about us. That way you can help spread the word about the Centre's unique atmosphere, cleanliness, personal service and high quality care.

It's easy to add your comments:

Log on to NHS Choices at www.nhs.uk, search for The Horder Centre under the search hospitals option. Click on the 'Add your comments' tab at the top of The Horder Centre's profile. Then just register with your email address and you're free to post your comments about us. It's really easy and only takes few minutes. Doing it could really help others when they are deciding where to have their treatment.



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 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.

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.**



There's still time to enter our charity calendar photo competition

Our first charity calendar will be produced soon. We had an impressive response to the competition in the spring newsletter and have received some excellent pictures. The closing date is **Thursday 7th August** so there is still time for you to enter. Remember we need high resolution digital images or 35mm hard copies for each of the 12 months of the year. We're hoping to receive a good selection of images that represent the community, seasons, landscape and character of the South East region, but Ashdown Forest in particular. Please send your entries to Ryan Pitts, Marketing Manager at the usual address.

The calendar will be produced in an A4 landscape format and will go on sale in our autumn newsletter due out in late September.

Why patients choose us

'Free Choice' is enabling patients, with the help of their GP, to make informed choices about where they wish to receive their care and treatment.

The Horder Centre is becoming an increasingly popular choice with local patients. The main reasons why people choose us are:

- The quality of care
- Word of mouth recommendation
- Our reputation as a Centre of Excellence
- Cleanliness
- Low infection rates
- Quality of consultants
- Warmth and friendliness of staff
- Free car parking.



GO GREEN WITH EMAIL NEWSLETTER

If you'd like to do your bit for the environment, why not have the next issue of our newsletter sent to you by email instead of in the post? All you need to do is call our Marketing Manager, Ryan Pitts on 01892 665577 or email him at ryan.pitts@horder.co.uk. We will then remove you from the postal mailing list and send all future newsletters to you via email in PDF format.



Poet's Corner

At The Horder Centre we often receive some truly creative examples of former patients' handy work; sometimes it's a painting or photograph. Recently we were sent a delightful piece of poetry that we'd like to share with you.

The Horder Centre

*We arrived very punctual, at a quarter to eight
A little early, for we didn't want to be late
Operation day for my poor old knees
A little nervous perhaps, even so
I was pleased*

*After a lovely smile, from reception,
which seemed to say
You're most welcome, we do hope you
enjoy your stay
JOYCE WARD, the name given to
wend our way
Along the corridors, meeting a fond good
morning, on this eventful day*

*Shown to a bed, by the most
friendly of staff
All was prepared beautifully,
for my behalf
Within minutes, and clip board
in her hand
A flavoured sandwich, offered, after
operation, selective brands*

*As the morning progressed, not the
brightest of days
I watched the comings, and goings
of the suns pathways
And, I thought of the hours, which
were mapped for me
I felt the surrounding atmosphere, in a
comforting perfect, key*

*The calmness, the caring, the
understanding readily shown
By the medical profession, for a
patient unknown
I can only convey my heart
felt appreciation
A master class, a medical team's
dedicated transformation*

*Thank you, Dr Tuson, and team,
throughout the hospital.*

Lorna Tippet (former patient)

www.easyfundraising.org.uk/ theordercentre

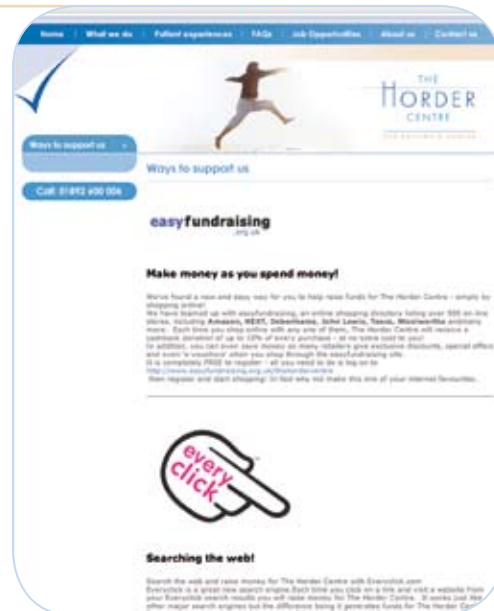
In our spring newsletter we told you about a brilliant new way to shop and raise money for The Horder Centre using www.easyfundraising.org.uk/theordercentre

In a new, regular feature we will let you know about some of the great offers available through the easyfundraising site and how they can benefit The Horder Centre while you shop online.

- **Lovefilm** are currently offering a 14 day trial of their DVD rental service. The service is really easy to use; the DVDs are delivered to you with a pre-paid return envelope and there is no time limit and no late fees. If you sign up for the free trial through the easyfundraising website The Horder Centre will receive a donation of £8.00

- If you switch to an **Egg** or **HSBC** credit card The Horder Centre will receive £4.00
- Register with **ebay** and make just one bid within 30 days of registering and you could bag a bargain, while The Horder Centre receives £4.00
- If you are feeling lucky, register with the **National Lottery** and play online and you could win whilst winning The Horder Centre a £2.00 donation.

There are many more offers on the site and you can even save money as many retailers give exclusive discounts, special offers and 'e-vouchers' when you shop through the easyfundraising site. If you haven't visited the site before please take a look to see how easy it



is to use. Don't forget it is completely FREE to register - all you need to do is log on to www.easyfundraising.org.uk/theordercentre - register and start shopping!

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 we raise goes 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 ticking the gift aid declaration below.

There are a number of easy ways you can support us:

1 Send us a cheque

Please complete the form below (please make your cheque payable to: The Horder Centre).

2 By setting up a regular standing order

Please contact Angela Reynolds on 01892 665577 for a standing order form.

3 Leaving a gift in your Will

If you think you would be interested in leaving a gift to The Horder Centre in your Will, details can be found on our website, or contact Angela Reynolds for an information booklet.

Please send your contributions to 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 after the date shown below as Gift Aid Donations.
For every pound that you give to us we will 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 Ryan Pitts at the Centre address below.