

THE HORDER CENTRE CHARITY APPEAL



BUILDING FOR THE FUTURE



PATIENT NEWS

The official newsletter of The Horder Centre

SPRING 2011

Physiotherapy outreach centre opened in Eastbourne



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Horder Centre Anaesthetist awarded OBE for life-saving work in Afghanistan

Horder Centre Consultant Anaesthetist Dr Ian Hicks, who is a Lieutenant Colonel in the Territorial Army, has been awarded an OBE for his outstanding work as a Deployed Medical Director (DMD) at Camp Bastion in Afghanistan.

During his time at Camp Bastion, Dr Hicks headed up the camp's busy trauma unit, helping to treat hundreds of wounded soldiers and civilians, many with life changing injuries.

Having joined the British Army Royal Green Jackets Regiment in 1965, Dr Hicks soon decided that a career in medicine had better long term prospects. However, that did not keep him away from front line action and he has now been a member of the TA for 20 years.

His OBE was awarded mainly for his work at Camp Bastion on Operation Herrick from October 2009 to January 2010, and for his commitment to earlier campaigns, as noted by Major General Brealey, General Officer Commanding Theatre Troops, who in a letter of congratulations to Dr Hicks refers to his 'deep cold war credentials'.

Since 2001, Dr Hicks' military career has sent him around the world; he has served two tours in each of Bosnia, Iraq and Afghanistan.

In his role as DMD at Camp Bastion, the main British military base in Afghanistan, he had the acting rank of full Colonel, and his hospital team of 205 personnel included 50 US Navy doctors and nurses.

He took responsibility for the capability and response of the military hospital in Camp Bastion. This extended from the helicopter borne Medical Emergency Response Teams (MERT) through resuscitation, surgery and aeromedical evacuation back to the UK.

During a three month tour, Dr Hicks and his team treated more than 300 war wounded casualties many with severe, often life changing, injuries and performed nearly 600 operations on coalition soldiers, Afghan Security Forces and civilians including, sadly, 31 children.

Dr Hicks said: "Camp Bastion ranks as amongst one of the busiest serious trauma units in the world and its staff worked with resilience, compassion and humour. It was an honour to work with them."

On his work at The Horder Centre, he said: "The Horder Centre is very focused, well organised and disciplined in what it does, and in that respect there is a comparison to the military, although clearly the military has a number of other stresses to take into account."

Diane Thomas, Chief Executive of The Horder Centre, said: "We are extremely privileged to include Dr Hicks in our team of dedicated staff, and I would like to join others in congratulating him on his extraordinary work in some of the most challenging environments imaginable. He is an inspiration."

Dr Hicks is the only TA officer to hold the prestigious position of a DMD and is "delighted to receive an OBE" but is keen to point out that "you are only as good as the team you play for". He will return to Afghanistan in October.



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Welcome

to the Spring edition of Patient News.

We began 2011 by launching our Full Life Appeal to help fund the Centre's exciting development plans and I am delighted to report that we have had an excellent response so far.

I would like to personally thank all those of you who made a donation – the support of former patients is so much appreciated, as you are the people who have experienced the Centre at first hand and understand its unique qualities.

However, we still have a long way to go and further donations are needed to help us achieve our vision. If you are able to help your support really will make a difference. To highlight the need for the Appeal and how you can help, we have created a case study to outline the cost to build and equip a brand new room (see page 4 for details).

It is always a pleasure to hear from former patients about the ways they have regained their independence following treatment at the Centre, none more so than George Booth who has climbed the BT Tower in aid of the Full Life Appeal (see page 5).

We are determined, with your support, to help more people like George live life to the full by building for the future and ensuring that the Centre is ready to embrace the undoubted challenges that lie ahead.

Here's to a sunny Spring, and a happy Easter to you all.

Diane Thomas

Chief Executive, The Horder Centre.

No need for a stamp - you can now support The Horder Centre online...

We are delighted to announce that we have teamed up with JustGiving to offer an online donation facility on our website.

Thousands of charities use JustGiving to manage their online fundraising. It maintains the highest possible standards of data security, using the online equivalent of the now familiar "Chip and PIN" process used in shops and restaurants for online card transactions.

As well as giving our donors a choice of how they support us, JustGiving will help us to minimise paperwork and

administration costs, and will automatically claim Gift Aid on eligible donations on our behalf.

Supporters can set up their own JustGiving fundraising page, linked to The Horder Centre, to enable their friends and families to give easily to a sponsored event and track the progress of their fundraising. Please see the article on page 5 about ex-patient George Booth,

who created a JustGiving page to mark his quest to climb the BT Tower.

If you have any questions about JustGiving, please call the fundraising department on 01892 665577. You can donate to The Horder Centre by logging directly on JustGiving at www.justgiving.com/horder, or by pressing the "donate now" button on The Horder Centre's website.

Patients treated closer to home thanks to new outreach service

Post-operative patients of The Horder Centre are now being treated closer to home thanks to a new outreach physiotherapy service launched in Eastbourne.

Two clinics a week are being offered by The Horder Centre at the Apollo Centre, part of the Princes Park Health Centre in Eastbourne, to give patients easier access to follow-up treatment.

Patients in Eastbourne and surrounding towns, one of The Horder Centre's core catchment areas, previously had to return to The Horder Centre or other clinics for their post-operative physiotherapy.

The physiotherapy outreach service at the Apollo not only provides convenient follow up treatment, but also allows The Horder Centre to monitor outcomes more closely among post-operative patients.

Debra Stork, Lead Outpatient Physiotherapist at The Horder Centre, is running the clinics with her team and they are already proving very popular.

Karen Bruton, Outpatients Services Development Manager, said: "Here at

The Horder Centre we are committed to giving patients the best possible access to our services. By launching outreach clinics at the Apollo, we are greatly enhancing our ability to deliver effective post-operative physiotherapy.

"Patients are of course able to choose to return to The Horder Centre, but we have found that those in the Eastbourne area – a core catchment for us – prefer to visit a local clinic.

"By delivering an official Horder Centre outreach service, we can closely monitor patient outcomes and ensure appointment times best suit users. So far, the clinics



have proved extremely popular and we hope to expand our services at the Apollo in the months to come."

For more details about services offered by The Horder Centre at the Apollo Centre, located in Wartling Road, Eastbourne, contact karen.bruton@horder.co.uk or visit: www.hordercentre.co.uk/physiotherapy

Help us to raise £90,000 to fund the building and equipping of a new patient bedroom

A key aim of our development project is to make our patients' experience more comfortable and convenient and key to that is improving our patient bedrooms, where people recover from surgery and begin their rehabilitation.

Once the development work is complete there will be 40 patient bedrooms at the Centre. Sixteen of these will be newly built. Of the remainder, sixteen will be created from existing rooms, giving the reconfigured rooms ensuite shower rooms and up-to-date medical equipment, and eight rooms that already had ensuite facilities will be upgraded.

The rooms have been carefully designed to be as comfortable and welcoming as possible for our patients, whilst containing everything needed by clinical staff. Equipment will include lifting poles on all beds and a built-in oxygen supply. A Wandsworth call system and an emergency button will enable patients and nursing staff to call for assistance quickly and efficiently. The shower rooms will have specially adapted shower chairs and sensor driven taps that will make bathing much easier during recovery.

Ensuite facilities allow patients their privacy and dignity during their recovery and the



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development of new corridors and lift access will mean that our patients' privacy is protected even further.

Rooms have been specifically designed to minimise slips, trips and falls and single rooms will reduce the risk of infection. These new rooms, ensuite facilities and equipment will help patients be as independent as possible in their recovery, will provide a safe and secure environment and are essential to our patients following their treatment and through rehabilitation.

A new room, including building costs, equipment and decoration costs £90,000. We very much hope to be able to raise the amount needed for one new room from the readers of *Patient News* and hope that you will feel able to contribute to our Full Life Appeal – either by using the form at the back of this newsletter, or online at www.justgiving.com/horder, or by logging on to The Horder Centre's website – www.hordercentre.co.uk Thank you for your support.

Case Study

George reaches the top after two hip operations

George Booth, one of our former patients and now a volunteer, has climbed the 900 steps of the BT Tower in aid of The Horder Centre.

George, 49, from East Grinstead, struggled to walk before having two successful hip-resurfacing operations at the Centre.

The BT worker decided to use his new found mobility to raise money through his company for our Full Life Appeal, and national charity ChildLine, and set up a JustGiving page online to collect sponsorship.

George said: "My mobility before the operations was very bad. I had trouble putting my socks on and then I knew something was up. It was then I was diagnosed with bad hips.

"The operations have made such a difference to my life. My treatment at the Centre was brilliant and I have already recommended The Horder Centre to some of my work colleagues who are having similar problems to me."

George consulted friends who had climbed the famous BT Tower before his fundraising climb in February.

He said: "A friend told me to not stop and keep going, otherwise I would start noticing the pain and the tiredness. So I kept moving but just went at my own pace. I even passed a couple of people on the stairs on the way up."



Amazingly George completed the 900 steps over 34 floors in a fantastic time of 12 minutes and 3 seconds.

He added: "I was really surprised I had completed the walk so quickly. It didn't really matter to me about the time, as long as I got to the top. But I'm still very pleased."

George was treated at The Horder Centre after friends recommended it to him. His first hip resurfacing procedure was carried out in June 2009 and his other hip in July 2010.

George has raised more than £750 and an extra £200 for ChildLine.

Anyone wishing to donate to George's fundraising in aid of The Horder Centre's Full Life Appeal can do so by visiting www.justgiving.com/george-booth or by sending a cheque to Fundraising Department, The Horder Centre, St John's Road, Crowborough, East Sussex, TN6 1XP.

Diane Thomas, Chief Executive of The Horder Centre, said: "Congratulations to George for conquering the BT Tower so soon after his treatment. I am delighted he has been able to regain his mobility and fitness and live life to the full, and in the process raise so much for our Full Life Appeal."

Set your own fundraising challenge!

Has George inspired you to take on your own challenge? Would you like to take on an event or challenge yourself and raise money to support our Appeal?

The possibilities of what you can do are endless but here are a few suggestions to get you started;

- > **You could take part in a run/walk/cycle/swim event and collect sponsorship**
- > **You could set yourself a goal to lose weight/stop smoking or even give up your favourite food or hobby and get sponsored**
- > **You could organise your own event such as a coffee morning/car wash/car boot sale/bingo evening or movie night**
- > **You could even do something silly like have your head shaved/get your legs or chest waxed or even have a bean bath!**

Whether you come up with your own fundraising idea or you do something listed here we would love to hear from you. We are happy to offer you as much help as we can.

You can even set up a JustGiving page to collect sponsorship online so you don't have to worry about collecting money once you have completed your challenge.

Our ambitious development project will make an incredible difference to the lives of our patients and the local community and any support you can give to our Appeal will help make our vision become a reality.

Thank you for your support. We hope that you have fun in whatever challenge or event you choose to do and we wish you the very best of luck!

Calling all photographers!

As part of the refurbishment of our hospital we would like to update the artwork that we have displayed. We are very proud of our forest surroundings and would like to bring the outside in with our new pictures.

We are therefore looking for pictures of the Ashdown Forest to display around the Centre.

To do this we need your help. We are inviting you to send us your photographs of Ashdown Forest that capture the beauty of the forest and would be suitable for displaying around the hospital.

Can we ask that we receive the photograph as a high quality jpeg so that we can print

and frame the photos to the correct size for where they will be displayed.

Please send all photographs on a disc for the attention of Angela Reynolds, The Horder Centre, St. Johns Road, Crowborough, TN6 1XP.

We look forward to receiving your photographs and seeing the wonderful images of the Ashdown Forest that you have captured.



Horder Centre the first in the South East to sign new NHS contract

The Centre has become the first independent healthcare provider in the South East to be awarded a new contract to treat NHS patients.

The *Any Qualified Provider* contract is the first of its kind to be signed with the South East Coast Strategic Health Authority (SHA) and allows The Horder Centre to treat patients referred for treatment under the NHS.

Currently, GP referred patients account for more than 90% of procedures carried out at The Horder Centre.

Any Qualified Provider status is a Government scheme designed to open up the healthcare system to independent providers who meet stringent conditions on outcomes and quality of care. The Horder Centre, a registered charity, has been an NHS provider for several years.

Diane Thomas, Chief Executive of The Horder Centre, said: "We are thrilled to become the first independent healthcare provider in the South East Coast SHA region to be awarded this important status.

"The status highlights our commitment to providing the highest possible standard of care and to give everyone access to high-quality treatment.

"We can now continue to offer our services to everyone, from anywhere in the UK, who choose to visit us under the NHS and continue to give independence back to those who suffer the often debilitating effects of arthritis."

The new contract means NHS patients can continue to access services including orthopaedics, pain services and rheumatology, for the next year from 1st April 2011.

The new contract replaces the Extended Choice Network contract, which ceased on 31st March 2011, thus allowing patients to choose The Horder Centre under Patient Choice. The Centre has been accredited with providing services for the next three years, with yearly negotiations to be undertaken to determine activity levels from 2012.

New figures show The Horder Centre has a zero rate of infection for MRSA and C Diff, and that 97% of hip replacement patients, and 92% of knee replacement patients, show improvement after treatment, demonstrating above average results and placing The Horder Centre as one of the top providers in the country.

The Centre has embarked on a multi-million pound development programme to enhance its facilities even further by adding a new physiotherapy gym, more patient ensuite rooms and a new reception and outpatients area.

Office Angels are heaven sent

We are delighted that Office Angels, Tunbridge Wells branch, has chosen The Horder Centre as its local Charity of the Year for 2011. Kate Garbett, Senior Branch Manager, explains why The Horder Centre has a special place in the heart of Office Angels, Tunbridge Wells, and how they are able to support us and get our message into the community:

"Each year Office Angels nominate a national charity of the year but here at Office Angels, Tunbridge Wells we also decided to nominate a local Charity of the Year. We chose the Horder Centre as they are a Centre of Excellence that we are so lucky to have in our local area. To be able to have orthopaedic treatment in such fantastic surroundings and be supported by such dedicated staff is a huge asset to the local community.

"The Horder Centre provides many employment opportunities for residents in our area and we feel it is crucial to support them. As a "Superbrand" Office Angels are able to raise awareness of The Horder Centre to other local people and businesses, support them by sponsoring some of their fundraising events, and keep our contacts up to date on the fantastic work and developments that the Centre are making.

"I feel immensely proud to support the work of The Horder Centre which makes such a difference to the lives of its patients and their families".

If you would like to know more about how your company can be involved and support The Horder Centre please call our fundraising department on 01892 665577 or see our website for more information.

Injury Prevention in Sport



In the first of a new series of information articles, our Physiotherapy Team looks at how best to prevent sporting injuries, and what to do if the worst happens.



Sam Blanchard

Here Sam Blanchard, Musculoskeletal & Sports Injuries Physiotherapist at The Horder Centre, takes you through the key steps to preventing injury while enjoying sport.

Warm up

Warming up before exercise should be dynamic, meaning that all of the components of the warm up involve movement. These should be a lighter run-through of the movements that are required in the sport, performed slowly and with control. This increases mobility of joints and body awareness, known as proprioception.

As the warm up progresses, your heart rate should rise and you should be slightly out of breath before beginning your exercise or sport.

There is little to no benefit in static stretches prior to sport. As they are static, they allow the heart rate to reduce, and in terms of benefits to a muscle, you won't

change muscular length 15 mins prior to sport, so the time is better spent with dynamic movements.

Cool Down

This is the time to stretch. During exercise your muscles contract and shorten, so it is important to stretch them back out. A good cool down also prevents any blood pooling in the muscles which can increase the chances of Delayed Onset Muscle Soreness (DOMS).

Work on balance

With any sport, you need to react quickly to changes in direction, terrain and environments. Good balance and proprioception will help avoid associated ankle and knee injuries.

Do other exercises to get strong and fit:

You should be fit to play sport, not play sport to get fit.

Regular stretches, light weights or body weight exercises and cardiovascular exercises like swimming and cycling will help improve your overall fitness.

Doing these in a controlled environment will help to reduce injuries when you do play sport.

Injuries happen!

If you are playing contact sport, accept that injuries may happen. If they do, it is important to prevent further injury. The first 48 hours after injury are important. Apply ice regularly (10 mins every 2 hours) to help improve blood flow and reduce the chance of secondary injury. Compression and elevation will also help reduce inflammation. It is advised to seek professional help as soon as possible.

The quicker an injury is managed, the sooner you will be back to playing.

The Horder Centre's new Physiotherapy Service is a self-referral clinic. Located at The Horder Centre's state-of-the-art hospital in Crowborough, the Physiotherapy Service is able to treat a wide range of conditions including sports injuries at affordable prices.

For information visit www.hordercentre.co.uk/physiotherapy

Help embrace our natural environment

Mrs Patricia Anderson-Frost contacted us recently to ask whether she could support the Centre by sponsoring a bench in memory of her husband Neville Frost, who died last year. Neville had a very positive experience at the Centre when he came here for knee surgery and Patricia enjoyed wandering in the grounds whilst he was in theatre. We are so grateful to her for thinking of the Centre and hope that the bench, with its plaque to celebrate Neville's life, will give her an incentive to visit us and enjoy the surroundings.

The Horder Centre's beautiful forest setting adds so much to the calm and peaceful atmosphere that our patients tell us helps in their rehabilitation process. As part of our development plans, we want to exploit this further by designing a series of outdoor spaces which will create a healing environment for patients and their visitors, as well as staff, to enjoy.

From July this year, we will need benches to furnish these spaces, and, inspired by Patricia, would like to offer the benches as a sponsorship opportunity to our supporters. The sponsorship cost will be £1,000, and the benches can be marked with a personalised plaque, in memory of a friend or family member, or to celebrate a special occasion, which will remain for the lifetime of the bench.

We also plan to purchase bird tables, which will be placed outside the windows of our bedrooms for patients to enjoy, and these will also be available for sponsorship at £250 per table.

If you would like more information on supporting our Development Appeal by sponsoring a bench or bird table, please contact Alison Kemp at alison.kemp@horder.co.uk, or 01892 665577.



Golf Day

Date for your diary

Our Annual Charity Golf Day will take place at the East Sussex National Golf Resort on Monday 19th 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 contact Angela Reynolds, our Events Coordinator, on 01892 665577 or send an email to angela.reynolds@horder.co.uk

We look forward to seeing you there!

To make our vision a reality, we need your help!

£20,000 will pay for an anaesthetic monitor

£5,000 will pay for a trolley to transport patients to theatre

£1,100 will pay for a life-saving portable defibrillator

£700 will pay for a therapy exercise couch

£200 will buy an overbed patient table

£45 will buy a gym weight bench for our new gym

Donations of £1,000 or more will be recorded in The Horder Centre's beautiful and historic Golden Book of supporters.

Names of all donors will be listed on the Appeal supporters page of our website (unless they choose to remain anonymous).

If you would like more information, please call the fundraising department on 01892 665577.

More than £1,000 raised at quiz night

Ninety people took part in our Charity Quiz Night in March and helped raise a superb £1,100 in aid of The Horder Centre.

Teams were made up of ex-patients, staff and companies who support and supply to the Centre.

There was a pause in proceedings to hold a raffle which this year raised £211. Thanks go to our volunteers who sold tickets on the night.

Alice and her pharmacy team, 'Green Ink Gang' were declared the winning team with an impressive score of 64 out of 90. Congratulations also go to our 'Ravishing Receptionists' who tied 3rd on the evening.

A special thanks to the following suppliers who sponsored the event: Medical Imaging Partnership, 3663, Office Angels, Mid-Sussex Timber and Mustard Payroll.

Thank you to everyone who attended and supported the event for their efforts and to our volunteers who helped on the night. We hope that everyone who attended or helped enjoyed the evening.



Don't forget you can also make your donation and gift aid declaration at www.justgiving.com/horder

Your donation

THE HORDER CENTRE CHARITY APPEAL



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I would like to support The Horder Centre with a gift of:

£1,000 £500 £250 £100 £50 other £

I would like my donation to go towards funding a new patient room (see page 4 for details)

Name

Address

Phone

Email

If we are able to contact you by email we can save on administration costs and be kinder to the environment.

Please tick here if you would like to receive future correspondence by email.

Your personal data is securely held by The Horder Centre under the Data Protection Act. We would like to let you know about future activities and developments. Please tick here if you do not wish to receive this information.

I enclose a cheque/CAF voucher made payable to 'The Horder Centre'.

Make your gift go further with Gift Aid

I am a UK taxpayer* and consent to The Horder Centre claiming Gift Aid on all my donations since 2007 and from the date of this declaration until I notify The Horder Centre otherwise.

Or:

I do not qualify / do not consent

Signed

Date

*In order for us to be able to claim Gift Aid on your donation, you must pay an amount of UK income tax and/or capital gains tax at least equal to the amount that we reclaim on your donations in the tax year.

Please return this form to the Fundraising Department, The Horder Centre, St John's Road, Crowborough, East Sussex TN6 1XP.

Please tick here if you *do not* wish your name to be listed on the Appeal supporters page of our website.

Every donation is very much appreciated and whatever you are able to give really will make a difference. Thank you.

Registered Office: St John's Road, Crowborough, East Sussex TN6 1XP. Registered in England & Wales No. 3052242. Registered charity No. 1046624

