

THE HORDER CENTRE CHARITY APPEAL



BUILDING FOR THE FUTURE

THE
HORDER
CENTRE

THE PATIENT'S CHOICE

PATIENT NEWS

The official newsletter of The Horder Centre

SUMMER 2011

New therapeutic gardens will boost patient experience

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Prime Minister praises Horder Centre

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Help make a difference and become a volunteer at The Horder Centre

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Sign up for our annual Golf Day

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Horder Centre expands its outreach services

The Horder Centre is extending its reach into the community by expanding its outreach services in Eastbourne.

In line with one of its core strategic aims to deliver a unique brand of care to increasing numbers, The Horder Centre is pleased to offer outreach orthopaedic consultant clinics at the Apollo Centre in Eastbourne. The clinics will initially be led by Consultant Orthopaedic Surgeon Andrew Skyrme.

Under Patient Choice, NHS patients will be able to ask their GP to refer them to see a Horder Centre consultant at the Apollo Centre, part of the Princes Park Health Centre in Wartling Road.

The Centre has already launched an outreach physiotherapy service at the Apollo Centre and this service is expanding with the introduction of self-referral physiotherapy clinics.

The move will give the public access to The Horder Centre's comprehensive range of affordable physiotherapy services and classes, ranging from sports injury rehabilitation and Pilates to electrotherapy and acupuncture.

Karen Bruton, Outpatient Services Development Manager at The Horder Centre, said: "We are committed to delivering our services to an ever increasing number of people in their own locality, enabling better access to the unique and high quality care we provide. Our outreach clinics enable us to fulfil that commitment.

"By doing so, we hope to assist GPs in the ease of provision of services to their patients. By offering consultant clinics at the Apollo Centre, residents of Eastbourne and neighbouring towns will be able to benefit from our care without initially having to travel to Crowborough, unless they wish to."

For more details on all Horder Centre services, visit www.hordercentre.co.uk

Help us transform this green space into a therapeutic garden



The Horder Centre's on-going development project has created a unique opportunity to scrutinise all aspects of the service offered to patients and come up with ways to improve patient experiences. As part of this process, we'd like your help to transform a green space at the Centre into a new therapeutic garden.

Phase 1 of our development project, which is due for completion in the autumn, includes the introduction of a new customer-focused reception area with a public coffee shop, access to health and wellness information, and a state-of-the-art physiotherapy gym.

Phase 2 will, amongst other things, include the creation of a number of therapeutic gardens which will be designed to meet the physical and psychological needs of our patients, staff and visitors.

Spending time in the open air can positively affect a person's emotions and sense of wellbeing and we think it is important that our post-operative patients are given the chance to recover from surgery in an outdoor environment.

We are working with a landscape designer to come up with plans for three courtyard gardens which will be enjoyed by patients, staff and visitors alike.

They will include quiet seating areas,

smooth and level walking surfaces, encourage friendly wildlife, and have year-round interest.

Once in place, it is hoped that the gardens will be maintained by a group of volunteer gardeners.

If you would like to contribute to the cost of these gardens, volunteer to help care for them, or sponsor a bench or bird table to feature in them, please contact the fundraising office on 01892 665577.



Praise from Prime Minister

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Sign up for our annual Golf Day

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Make a difference

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Welcome

to the summer edition of Patient News.

We are now just a few months away from realising the first phase of our vision for a 21st Century Horder Centre.

We will soon be ready to unveil our new reception and coffee shop, state of the art physiotherapy gym and new patient rooms.

Our development project – a landmark in our proud history – has only been possible due to the continued support of our former patients, and I would like to express my enormous gratitude to all those who have responded to our Full Life Appeal.

In particular, many of you contributed to the cost of equipping a new patient bedroom and I am delighted to say the new rooms are already looking superb.

Please continue to help support our vision for our hospital. Each and every donation

is vital if we are to reach our target for phases 2 and 3 of the development.

As a charity, all funds raised are ploughed back into the hospital, helping us to provide high quality care that makes a real difference to our patients.

It was therefore extremely rewarding to be named by the Prime Minister, in a national speech about the NHS, as a shining example of how the voluntary sector can support and improve the health service. (See page 5)

While our staff must take full credit for this extraordinary praise, we must also thank our dedicated team of volunteers for their highly valued contribution.

This newsletter contains an appeal for more volunteers to join us, and I would urge you all to consider a fulfilling role here at The Horder Centre.

I wish you all a very happy summer.

Diane Thomas

Chief Executive, The Horder Centre.

Please remember us in your Will

Legacies left to us by patients have made a key contribution to the funds needed for our on-going development project.

We are so grateful to these legators for their foresight and generosity which will help sustain the Centre and enable us to transform people's lives for generations to come.

If you would like information on how to leave a gift to The Horder Centre in your Will, or would

like to let us know that you have remembered us in your Will, please go to the "ways to support us" section of our website (www.hordercentre.co.uk) or contact our Fundraising Office on **01892 665577**.

We will be delighted to hear from you.



Help make a difference and become a volunteer at The Horder Centre

Volunteers are a very integral part of The Horder Centre. Our team of volunteers assist in many areas of our hospital including meeting and greeting patients, driving and providing services such as our confectionary and book trolley.

We are looking for new volunteers to join our team in many areas of the hospital, particularly our new coffee shop, and you may be just the person we are looking for.

Could you offer your time and skill to:

The Coffee shop

- >Our newly built coffee shop is due to open soon and will be open to patients and visitors at the hospital and to the local community
- >The role would include serving customers and helping to maintain the customer area of the coffee shop
- >This is a very sociable role as you will be interacting with visitors, patients and other volunteers
- >We are recruiting for this role now and if this position appeals to you we look forward to meeting with you very soon



Gardening

- >Do you have green fingers? Would you like to offer your skills to the gardens at The Horder Centre?
- >As part of our development project we will have landscaped gardens that will be part of the therapy for our patients following treatment
- >If you like to be outdoors and would like to be involved in the maintenance of the gardens please get in touch

Events

- >Do you enjoy organising nights out/day trips/events?
- >Would you like to help with administrative tasks including data entry and writing letters?

- >We would like to develop a team of volunteers that can organise, run and assist with fundraising events for us
- >If you would like to have fun, meet new friends and be part of the events team we would love to hear from you

Volunteering is an ideal opportunity to meet people, make new friends, develop new skills and could even lead to employment or a new career. We can even help you gain your bronze award in completing your Duke of Edinburgh Award.

As you will see from our story below, about our volunteers Martha and Marion, there are many benefits to volunteering and you could start your volunteer journey by contacting us today.

We offer a full induction, travelling expenses, free parking and free drinks.

There may be other roles that may not be listed here. If you would like to contribute as a volunteer please do not hesitate to contact Angela on **01892 665577** or at angela.reynolds@horder.co.uk

We really value the help of our volunteers and we look forward to you joining our team.

Case Study

Volunteering is the best decision I've made in a long time



Martha Fraser and Marion Burbridge

For volunteers Martha Fraser and Marion Burbridge, volunteering at The Horder Centre has bought them new experiences and friendships.

Both ladies have been volunteering at The Horder Centre for almost a year now. Martha, 76, and Marion, 75, knew of The Horder Centre after they had a hip and knee replacement.

They became aware of the need for volunteers in an appeal for help in Patient News and eventually met on a volunteer's induction day at the Centre. The ladies struck up an immediate

friendship after discovering that they had grown up in the same neighbourhood.

Like all volunteers at The Horder Centre, Martha and Marion are indispensable. An average day for them includes helping patients between wards, taking round the sweet trolley and keeping the plants healthy. >

Case Study cont...

...Volunteering is the best decision I've made in a long time

Martha, who retired to live in Nutley, East Sussex, likes to make the most of her time and feels volunteering is an important part of her life. "When you begin to age, at times, you can feel useless, but volunteering makes me feel I can still take part in helping the community," she said.

Martha is very active in her spare time. Alongside coaching a boy's football team, she also takes weekly Pilates lessons that are held at the Centre by the hospital's physiotherapy team.

Marion, who is a widow, would have loved to have gone back to work however, due to her age it was difficult.

Since being introduced to The Horder Centre she feels it has given her the chance to socialise and helps to keep her busy.

She said: "I'm a hairdresser, so I just love to talk to everyone. Volunteering gives me the chance to do this, alongside comforting and helping the patients. It's been the best decision I've made in a long time."

"As I myself have had a knee replacement before, I am able to reassure patients and make them feel better about the operation."

The two ladies have become good friends since volunteering. Outside the

Centre Martha, something of an IT enthusiast, gives computer lessons to Marion to help her get to grips with her new laptop.

Diane Thomas, Chief Executive of The Horder Centre, said: "At The Horder Centre we value all of our volunteers and are grateful for the time and effort they donate to us. Martha and Marion are an excellent example of people who take time out of their days to make a difference to patients and staff at the Centre. We always welcome new volunteers at the Centre as they are essential to delivering the standard of care we pride ourselves on."

Prime Minister praises Horder Centre in national NHS speech

The Horder Centre has been praised by Prime Minister David Cameron as a shining example of how the private sector can support the NHS.

Speaking to an audience of NHS staff in June, Mr Cameron said private and voluntary sector providers like The Horder Centre help raise healthcare standards and value for money by creating more choice and competition.

In his speech, he praised providers like "the independent Horder Centre in East Sussex, which delivers orthopaedic care and has high patient satisfaction, low rates of readmission, and excellent outcomes."

Mr Cameron made clear the UK was not about to switch to the American model of private medical care but said the NHS benefits from a "mixed economy of providers".

But he added: "So new providers, more choice and competition raises standards and delivers value for money."

The Horder Centre in Crowborough, East Sussex, is a centre of excellence in the South East, providing world-class joint replacement and orthopaedic treatment to thousands of NHS patients.

Under the NHS Choose and Book system, patients can ask to be referred to The Horder Centre by their GP, helping to ease the burden on

NHS hospitals across the South East and beyond. Procedures are carried out by the best local NHS consultant surgeons.

Diane Thomas, Chief Executive of The Horder Centre, said: "It is enormously rewarding to be recognised by the Prime Minister as a leading example of a private sector hospital that is working hand in hand with the NHS to give patients access to very high quality care and excellent outcomes.

"Through continual improvement and investment we have earned the respect of healthcare commissioners such as GPs who are happy to refer their patients to us knowing they will receive the best possible treatment.

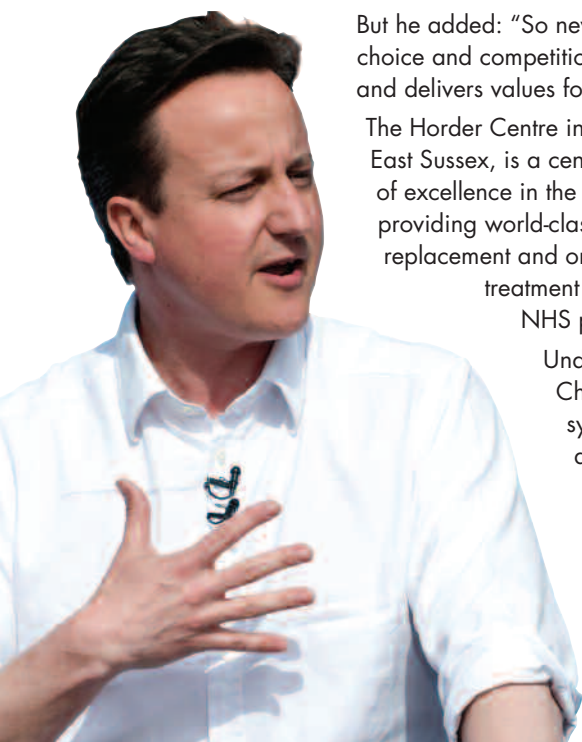
"As a charity, The Horder Centre exists to make a real impact on people's lives, helping patients suffering with often debilitating orthopaedic conditions rediscover their independence.

"As such, we believe it is sensible and practical to provide NHS services at a time when the health service is under such pressure."

The Horder Centre, a charitable organisation set up more than 50 years ago, provides outcomes for hip and knee replacements well above the national average and has a patient readmission rate of just 0.75%. Waiting times are also well below the current 18 week target.

In a recent patient survey, 99% of patients said they rated areas such as cleanliness and quality of care as excellent, very good or good. The Centre is also now able to accept patients from the age of 16.

Currently the Centre is undergoing a multi-million pound development programme to ensure it is able to deliver 21st Century care to even more patients through enhanced outpatient facilities, a new physiotherapy gym and extra en-suite bedrooms for inpatients.



Stay healthy with a balanced diet



In the second of our new information articles we look at how maintaining a balanced diet helps you stay healthy. Key to preventing disease is to maintain a healthy weight and follow a healthy balanced diet which can help prevent Osteoporosis and reduce pressure on joints.

The Horder Centre promotes healthy eating and has a dietician attached to the Centre who works closely with Catering and Nursing staff to ensure patients' nutritional needs are met. The dietician assists in menu planning ensuring all patients are offered a variety of choice that maintains a balanced diet. All patients who come into The Horder Centre for surgery undergo a nutritional assessment in order to ensure they are fit and ready for surgery prior to admission. The dietician also provides advice to ensure any special dietary requirements are met e.g. celiac, diabetic, nut allergy etc. Individual consultations can be arranged with the dietician who is able to give advice on weight loss which we follow up with healthy eating information leaflets and exercise programmes with our physiotherapy team.

The dietician advises that if you want to lose weight there is no healthy quick fix. Please forget fad diets, as these could be harmful to your health and there is very little evidence to show that these help weight maintenance in the long term.

It is very important that you maintain a healthy balanced diet and pay particular attention to the food choices that you make, cooking methods and the size of

your portions. Following a balanced diet will ensure this weight stays off for the rest of your life.

The 'Eat Well Plate' shows you how much of what you eat should come from each food group.

There are five main sections to the plate. Fruit and vegetables should make up at least a third of your diet and have many, many health benefits.

Starchy carbohydrates should make another third of the food we eat. Most of us should try and eat more starchy foods. Aim to eat wholegrain varieties wherever you can as these contain more fibre than white or refined starchy foods. You need however to be wary of the fats that are added to carbohydrates and take care over portion sizes. Protein based foods include meat, fish, eggs and beans, pulses and lentils which should make up about a fifth of the foods you eat and aim for two to three portions per day. You should aim for at least two portions of oily fish per week. Milk and dairy foods should make up another fifth of the foods we eat.

Regular physical activity has many health benefits and adults should aim for just 30 minutes moderate-intensity physical activity per day.

To help maintain a healthy weight it is advised to follow the above balanced diet and ensure three regular meals per day and avoid skipping meals. Breakfast is the most important meal of the day as it is exactly as it states (breaks the overnight fast). There is ample evidence that shows that people who eat breakfast (in particular a wholegrain based breakfast) are of a healthier weight than those who don't.

Donation from The Rotherfield Thursday Group

The Rotherfield Thursday Group has kindly donated £50.00 to The Horder Centre to go towards equipment for our new physiotherapy gym. The group started as The Rotherfield Young Wives back in 1958 but changed its name 10 years ago.

They meet once a month on a Thursday (hence the name) and go on group outings and have speakers at their meetings. Any fundraising is given to a local charity and the group have kindly chosen The Horder Centre to benefit from their recent collection.

We are very grateful to The Rotherfield Thursday Group for their donation and their recognition of the work we do in providing healthcare for those suffering from musculoskeletal conditions.

If your organisation or group would like to donate to The Horder Centre through your fundraising activities we would love to hear from you and offer any assistance we can. Please contact our fundraising department on 01892 665577 or at info@horder.co.uk



Case Studies

Brenda Whitlock (right), with friend

Visiting The Horder Centre “was worth every mile”



Two patients from Chichester have praised the superb levels of care at The Horder Centre, saying their visits were “worth every mile”.

For charity volunteer Audrey Todd, 76, a painful knee made it hard for her to carry out her valuable support work at a Hospice in West Sussex.

But following a successful knee replacement operation at the Centre earlier this year, she is now back on her feet supporting bereaved families.

Audrey was thrilled with her care and said travelling to The Horder Centre more than 50 miles away was “worth every mile”.

She said: “As soon as you walk in the front door at The Horder Centre people are friendly and smiling. It reassures you and gives you confidence.

“Nothing was too much trouble. My whole experience can be described as one of compassion and caring from truly dedicated staff.

“I highly recommend the Centre for anyone contemplating an orthopaedic procedure. The Horder Centre is a long way from where I live but the expert care is worth every mile. I felt it was definitely worth going the distance.”

Audrey, who volunteers at St. Wilfrid’s Hospice, was recommended to The Horder Centre by a friend who had recently had a hip replacement at the Centre.

Fellow Chichester resident Brenda Whitlock returned to The Horder Centre after previous successful surgery 12 years ago and is now back enjoying her favourite past time of rambling.

The 77 year old was forced to give up rambling due to a painful right hip. Brenda could barely move her leg as it had become stiff. She felt she was holding her rambling group back and as a result stopped taking part.

Brenda, who has made a quick recovery following her stay at the Centre, said: “The care was superb, you could not fault it. It was like staying in a first class hotel.”

Brenda is so pleased with the service she has offered to drive her friend to and from the Centre, so that she too can have treatment there. Brenda said: “It is well worth making the journey.”

She is now back walking her favourite route along the south coast without the aid of a walking stick.

Carol set for Alaskan kayaking adventure thanks to Horder Centre

For 72-year-old Carol Beerling, severe pain in both hips had a major impact on her day to day life.

Walking up and down stairs, gardening and even sleeping became increasingly challenging due to the loss of cartilage between her joints.

But now, after a bilateral hip operation at The Horder Centre, Carol, from Horsmonden in Kent, is looking forward to the trip of a lifetime to Alaska which will involve trekking and even kayaking.

And just eight weeks after her operation, she was able to dance

at her son’s wedding which she hosted in her back garden before going on a Spanish walking holiday in June.

Carol now wishes she had visited the Centre sooner, and praised the level of care she received.

She said: “I couldn’t have been treated better. If anyone is as

scared as I was, they should be reassured. All the staff at the Horder were very caring, nothing was too much trouble.

“The physiotherapists were extremely patient; as I took my time getting to the gym on two walking sticks.

“Before my operation it simply would not have been possible for me to go to the Arctic but I cannot wait. I have been amazed at how quickly I have recovered. I’m also thrilled to be driving my sports car again so soon.”

Carol will be heading off to Alaska in September, where she will complete a range of activities from landing in the Arctic Circle, taking a cruise, followed by a three day hike in Denali National Park, which has over 6 million acres of land

Diane Thomas, Chief Executive of The Horder Centre, said: “It is always tremendously rewarding to about patients such as Carol who are able to recover from surgery to resume not only their regular day to day activities, but also take on extraordinary challenges like kayaking in Alaska.

“Carol’s story highlights perfectly the charitable purpose of the Centre to help our patients regain their independence and quality of life.”



Carol walking in Spain in June this year



Golf Day

Our Annual Charity Golf Day takes place at the East Sussex National Golf resort on Monday 19th September.

Whether you are part of a team or a single player, our annual Golf Day is open to all supporters and friends of The Horder Centre. We hope you can join us for what will be a great day at one of Europe's finest courses.

The 18-hole Stableford Competition will be supported by other competitions including 'longest drive' and 'nearest the pin'.

The day includes breakfast refreshments in the Ballroom at 10.30am, 18 holes of golf with a shot gun start at noon and ends with a 2 course evening meal at approximately 6.30pm.

The cost for all this is just £68. The cost for spectators, including morning refreshments and evening meal will be just £25. Caddy cars will also be available at £25 per car. We hope you will

agree that this continues to represent excellent value for such a fine event and venue.

We will also be holding a special prize draw and raffle again this year and any donations towards prizes would be very gratefully received.

If you would like to join us this year please complete the tear off slip below and return it to Angela Reynolds, Events Coordinator, or email details to her at angela.reynolds@horder.co.uk. Your place or team places will be reserved and a booking form will be sent to you. Alternatively you can download the booking form at **www.hordercentre.co.uk/events**

If you would like any further details, please email Angela at angela.reynolds@horder.co.uk or call her on 01892 665577.

Golf Day reply slip

YES I/We would like to take part in this year's Golf Day

Name No of players

Contact Address Postcode

Daytime Telephone Email

Please send this slip to Angela Reynolds, Events Coordinator at The Horder Centre, St John's Road, Crowborough, East Sussex TN6 1XP. Please note the closing date for entries is Friday 12th August 2011.



JustGiving™

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



BUILDING FOR THE FUTURE

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 the therapeutic gardens

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

