



Governors' news

April 2019

Welcome to the second edition of the Governor's newsletter. As well as seeing a list of your local Governors, you'll be able to read about some of their involvement within SASH.



No doubt you will have read in the press that SASH was recently rated as 'Outstanding' by the Care Quality Commission; one of only eight in the U.K.

Congratulations to everyone for all their hard work to achieve this amazing result.

Governor Involvement

These are just some of the groups and activities within SASH that your Governors take part in:

We'll be reporting on these and other Governor involvement in future editions.

- Patient Experience Committee
- Infection Control Champions
- End of Life Care
- Patient Environment Action Group
- Inclusion Steering Group
- Wayfinding Group
- Patient Information Review Group
- Oral Hydration and Nutrition Group
- Organ Donation Group

Patient Story

'A patient with complex care needs, including a tracheostomy following major surgery, needed to be with his wife who was nearing the end of her life. When the patient's wife was also admitted to East Surrey Hospital, the patient was mobilised so that he could be taken to her bedside to be with her whilst there. When she returned home, and then later to a hospice the hospital arranged specialist care and equipment to insure that our patient could regularly visit his wife and be with her at the time of her death. This required collaborative work with our partners to support the complex care required both inside and outside of the hospital.'



Your local elected Governors

Crawley and District: Alison Pendlington
Jane Ritchie
Ray Topple

Croydon: Frank Hardiman
(Purley, Coulson East,
Coulson West, Kenley
And Sanderstead)

Horsham: David Bloomfield
Gill Harrison
Judy McMahon

Mid Sussex: Adrian Baillie

Mole Valley District: Philippa Shimmin

Reigate and Banstead: Lisa Bowerman
Richard Burford
Caroline Vaughan

Tandridge District: Janet Hall
Sally Brady

Patient Governor: Yvonne Kraku

Staff Governors: Dr Patrick Morgan
(Medical and Dental)

Gabriella Ffrench
(Other Clinical Staff)

Lesley Copus
(Non-Clinical Staff)

Vacant: Nursing and
Midwifery

Did you know?

Evening and weekend GP appointments - are available for all East Surrey and West Sussex registered GP patients at local GP hubs. Patients can access these appointments by contacting their own GP practice during normal office hours.

For East Surrey patients these hubs are located at:

Caterham Dene Community Hospital -
Church Road, Caterham, CR3 5RA

The Hawthorns Surgery -
1 Oxford Road, Redhill, RH1 1DT

Birchwood Medical Practice -
The Health Centre, Kings Road, Horley, RH6 7DG

For West Sussex patients there are many GP hubs in the area and your own GP practice will provide you with an appointment at your nearest hub.



Congratulations to Richard Burford

We are delighted to let you know that Richard Burford Governor for Reigate and Banstead, and chairman of the Friends of East Surrey Hospital was awarded a B.E.M. (British Empire Medal) in the New Year Honours for services to veterans and the community in Surrey. The recognition comes after many years of volunteering, including not only 14 years as chairman for the Friends of East Surrey Hospital, but with many other organisations for the armed forces.





Norovirus

Norovirus, which causes diarrhoea and vomiting, is one of the most common gastric infections. When treating patients with norovirus we take additional enhanced measures including restricting visiting and additional cleaning on the ward affected.

It is vital that all visitors to the hospital help us by not visiting if they have had diarrhoea or vomiting symptoms in the last 48 hours, and to remember to wash their hands before and after visiting.

Volunteering Update

Thirty new recruits have been inducted and are ready to start their placements in March.

The new volunteers are being placed across nine wards and three departments, and six have been recruited to Medical Records enabling them to support the Ward Clerks by tracking and collecting notes from the departments.

SASH are always on the lookout for new volunteers. There's bound to be something to suit everyone. If you're interested please contact: Joy Matthews on: 01737 768511 – X 2438 Joy.matthews1@nhs.net



New Projects

We are delighted to announce that the new **Horley Ward** is now open. It is a short stay medical unit and a decant ward to allow refurbishment of other older wards in the hospital, allowing us to ensure that our patient environments meet high standards.

Works continue at East Surrey Hospital on the gynaecology/obstetric area and dental outpatients.



Alternatives to using the Emergency Department

An excellent guide for finding out which service is best for you.

Use the traffic lights below to find out which NHS service you need

Green

For advice to help prevent getting ill and self-manage minor illnesses.

Visit NHS Choices www.nhs.uk

Orange

Minor Injury and Minor Illness
Minor Injuries units and the Urgent Treatment Centre treat most injuries or illnesses that are urgent but not life threatening. For example sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings, infected wounds, minor head injuries, eye problems such as infections and scratches.

Red

The Emergency Department is for serious or life-threatening emergencies only.

NHS 111

NHS 111 is a free phone service that is available 24 hours a day, 365 days a year.

It offers a one-stop number for patients with urgent, but not life-threatening symptoms.

☎ 111

GP Evening and Weekend appointments

Patients registered with a GP in Sussex and East Surrey can now access evening and weekend GP appointments. Both routine and urgent appointments can be booked through the patient's own GP practice in the normal way, during normal opening hours.

Pharmacy

Pharmacists provide help and advice on medicines, and treat a range of symptoms like pain, coughs, eye infection and rashes.

No appointment needed

GP out-of-hours service

If you need to see a doctor when your GP surgery is closed.

☎ 111
Emergency Dental Line
☎ 111

Caterham Dene Minor Injuries Unit

Providing assessment and treatment of a wide range of minor illness and minor injuries in adults.

Caterham Dene Hospital
Church Road, Caterham
CR3 5RA
☎ 01737 775 450

Open every day 8am – 8pm

East Grinstead Queen Victoria Minor Injuries Unit

Providing assessment and treatment of a wide range of minor illness and minor injuries in adults and children over the age of one.

Queen Victoria Hospital, Holtye Road, East Grinstead RH19 3DZ
☎ 01342 414000

Open every day 8am – 8pm

Horsham Minor Injuries Unit

Providing assessment and treatment of a wide range of minor injuries in adults and children.

Hurst Road, Horsham RH12 2DR
☎ 01403 227000 ext 7202

Open 9am – 5pm Monday - Friday excluding bank holidays

Crawley Urgent Treatment Centre

Providing assessment and treatment of a wide range of minor illness and minor injuries in adults and children.

Crawley Hospital, West Green Drive, Crawley RH11 7DH
☎ 01293 600300

Open 24 Hours

Redhill Emergency Department

For life threatening emergencies only

East Surrey Hospital
☎ 01737 768511

Camomile Courtyard Opening



SASH were delighted to welcome Dame Judi Dench, to officially open the new dementia garden – the Camomile Courtyard - at East Surrey Hospital on March 8th.



There was a wonderful turn out for the event.

Dame Judi recollected that the hospital had a particular significance to her, as her late husband, Michael Williams, had cut the 'first sod' at the start of East Surrey Hospital's construction.

There will be more details about the event and further fundraising initiatives in the next edition.

For information about how to donate contact SASH Charity at: sash.fundraising@nhs.net





New Medical Director

We are pleased to let you know that Dr Edward Cetti has been appointed as Medical Director at SASH. Dr Cetti joined SASH in 2009 as a registrar and then a consultant.

He was appointed as chief of cancer in 2014 and brings with him a strong clinical background.

Dr Cetti will also continue his clinical role one day a week.

Governor profile

Each edition we profile one of your elected Governors.

Name: David Bloomfield

Representing: Horsham

I moved to Horsham in 1997. Originally a research scientist I have enjoyed an extremely varied business career and I'm now the CEO of a small medical charity.

I was pleased and proud to be elected a Governor and have contributed to a number of initiatives. I represented the patient perspective on one of the quality improvement projects in the SASH+ programme (on Diarrhoea Management). Having some expertise in quality programmes I am impressed by this one. As a member of the Patient Experience Committee, I've had unrestricted access to the generally fantastic work in the hospital and the efforts of all to make improvements.

Of course we cannot say everything is perfect, but I have never met so many kind and dedicated people who genuinely go the extra mile, day in day out. For example, the nurse who buys toys to give to children enduring difficult procedures. If you have some spare time, why not come and join the SASH team?

