

Making a difference

Impact Report 2016



HORDERHEALTHCARE

HEALTHIER • HAPPIER • HORDER

HEALTHIER

HAPPIER

HORDER

Horder Healthcare is known for delivering care that not only reduces the impact of debilitating disorders and conditions, but also for enhancing the quality of people's lives. In short, we are here to help people become healthier and happier.

Whether specialising in orthopaedics, physiotherapy, cosmetics or ophthalmics, our hospitals and clinics in Kent and Sussex are run as centres of medical excellence. Some of the country's best surgeons and clinical staff work for Horder Healthcare, and along with the rest of the team, they ensure our patients lead the healthiest lives that they possibly can.

We encourage everyone who steps through our doors to improve their lives beyond any surgical intervention. We offer a range of healthy living interventions such as osteopathy, reflexology, yoga, circuit training, Pilates and tai chi. Our website and newsletters are also filled with expert advice on diet, exercise and lifestyle. In fact, everything we do is aimed at not just ridding people of pain, but also helping them to have more fulfilling and happier lives.

Horder Healthcare is a registered charity with hospitals in Crowborough and East Grinstead, and clinics in Eastbourne, Seaford and Tunbridge Wells. We are committed to making a positive impact on the health of individuals and the communities in which we work. As a charity, we set ourselves apart by being true to our values. We are Caring and Friendly, delivering Quality healthcare with Integrity and Pride. Guided by these values, we will continue to deliver the outstanding care that our name has become synonymous with.

What makes Horder special?

Horder Healthcare is an exemplary healthcare provider, delivering high quality care across a range of treatments and services. However, our vision goes even further, we aim to exceed expectations and delight our patients.

As a healthcare provider, we can measure our impact on the number of patients who receive care from us, and the effect this has on their lives. A hip replacement can give someone a new lease of life; it can help them stay mobile for longer, get back to exercise and make everyday tasks much easier to manage. There is a wider impact, in terms of the

contribution they can make to society, whether through going back to work or being able to look after grandchildren.

However, one thing that is more difficult to measure, but is evident from the generous donations and voluntary help we receive, is the happiness that results from a life-changing treatment.

From cataract surgery to knee replacements, one thing all of our services have in common is the capacity to significantly improve lives. We hope an increasing number of people can benefit from our special brand of care for many years to come.



Richard Tyler,
Chief Executive



Where you'll find us

Horder Healthcare has hospitals in Crowborough and East Grinstead, and clinics in Eastbourne, Seaford and Tunbridge Wells.

The McIndoe Centre

Holtje Road, East Grinstead, West Sussex RH19 3EB

The Tunbridge Wells Clinic

Lower Ground Floor, 2 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EE

The Horder Centre

St John's Road, Crowborough, East Sussex TN6 1XP

The Seaford Clinic

Sutton Road, East Sussex, BN25 1SS

The Eastbourne Clinic

Wartling Road, Eastbourne, East Sussex BN22 7PF

How we can help

We offer a range of services including orthopaedic surgery, cosmetic surgery, reconstructive surgery, vein treatment, eye surgery, maxillofacial and dental surgery, physiotherapy and exercise classes.

- ● ● Acupuncture
- ● ● Acupuncture for musculoskeletal conditions
- ● ● Cosmetic surgery for men & women
- ● ● DEXA scan
- ● ● Eyelid & eye bag surgery
- ● ● Eye surgery inc. cataracts surgery
- ● ● General surgery
- ● ● Hair transplant
- ● ● Hand surgery & treatment
- ● ● Hand therapy
- ● ● Health & wellbeing classes
- ● ● Liposuction
- ● ● Lymphoedema massage
- ● ● Maxillofacial surgery
- ● ● MRI
- ● ● Neurology
- ● ● Non-invasive cosmetic procedures
- ● ● Orthopaedic consultations
- ● ● Orthopaedic surgery
- ● ● Osteopathy
- ● ● Pain management
- ● ● Physiotherapy
- ● ● Reconstructive plastic surgery
- ● ● Rheumatology
- ● ● Skin lesion/mole removal
- ● ● Sports massage
- ● ● Tattoo removal
- ● ● Ultrasound
- ● ● Varicose & thread veins
- ● ● X-ray

HEALTHIER

OUR IMPACT IN NUMBERS **October 15 - September 16**

81

MAXILLOFACIAL PROCEDURES

56

VEIN TREATMENTS

395

OPHTHALMOLOGY PROCEDURES

33,580



CONSULTANT OUTPATIENT APPOINTMENTS



33,422

PHYSIOTHERAPY APPOINTMENTS



17,577

PEOPLE ATTENDED EXERCISE AND WELLNESS CLASSES



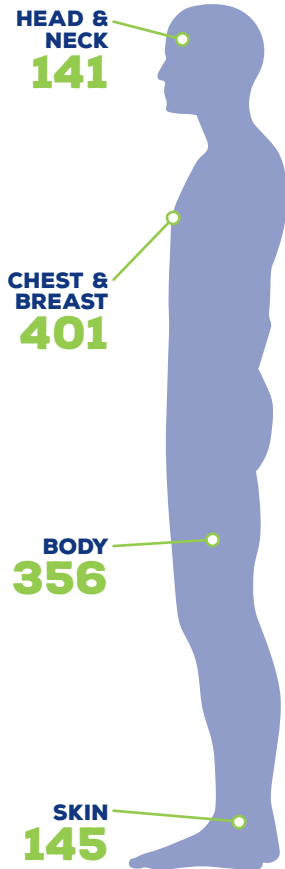
DIAGNOSTICS APPOINTMENTS

MRI SCANS 1,826

X-RAYS 7,431

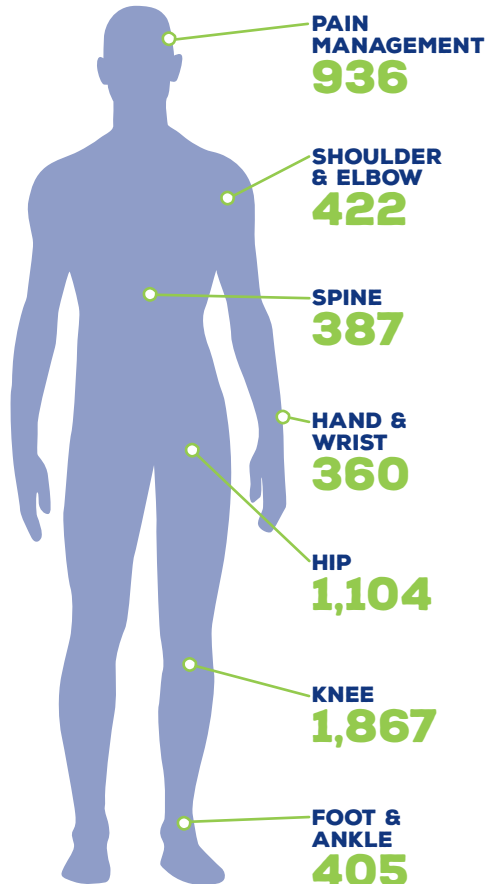
1,043

COSMETIC, PLASTIC & RECONSTRUCTIVE PROCEDURES



5,481

ORTHOPAEDIC PROCEDURES



“I feel
I have
my life
back.”



PATIENT STORIES

Lesley Moore

Keen walker, Lesley Moore, completed a five-mile walk just six weeks after a left knee replacement at The Horder Centre in July.

It was Lesley's second operation at The Horder Centre, having undergone a right knee replacement in November last year. Lesley says: *"Once again the treatment and care I received was outstanding. My aftercare on Dufferin Ward was amazing – the staff were kind, caring and professional. Some of them even remembered me from November.*

"What really stood out was that everyone seems to be happy working at The Horder Centre: from the ward staff to the ladies bringing round meals. I feel the cheerful atmosphere helped me with my recovery." Lesley, from East Grinstead, also praised the physiotherapy staff for their aftercare, "brilliant" Consultant Orthopaedic Surgeon Mr Sam Rajaratnam, who carried out both operations, and the Centre's Head Porter Steve Evans.

She concludes: *"I feel I have my life back, as I am a very keen walker."* Lesley made a donation to Horder Healthcare that contributed to the purchase of our new all-terrain vehicle for patient transport.



HAPPY

HOW OUR PATIENT'S GIVE BACK

At Horder Healthcare, we not only aim to make people healthier, we want them to be happier too. It's not an easy thing to measure, but we believe that the support we receive from former patients is a great indication of how much happier they are after receiving care.


Many people go through life-changing experiences with us, and often feel compelled to give something back. As a charity, we rely on their generosity to continue delivering the very best services. Throughout the year, we host and take part in all sorts of fundraising events, and in 2016 we received over £28,000. This included £3,000 raised at our charity golf day. In December 2016, charitable donations enabled us to purchase a brand new Volvo XC70 all-terrain 4x4 vehicle. This is already helping our more dependent patients to get to The Horder Centre, whatever the weather.

Once they are fully recovered, many former patients offer their time as volunteers. This could be helping out with gardening, working in our coffee shop or organising fundraising events. In fact, young or old, there are volunteering opportunities to suit most interests and abilities. A recent study of the social impact of our services estimated that the time donated by our 70 volunteers in the last year, had the equivalent financial value of over £112,000. Our supporters are vital to our success and we would like to take this opportunity to thank you all.

R



If you are interested in volunteering with Horder Healthcare, please contact our Volunteer Services Coordinator, Clare Middleton, by emailing volunteers@horder.co.uk or by calling 01892 665577.



**“The
operations
have really made a
difference
to my life.”**



PATIENT STORIES

Chris Briggs



Motorcycle enthusiast, Chris Briggs, can now get on his bike following two cataract operations at The McIndoe Centre.

Chris bought the motorbike in February to mark his landmark 60th birthday, but knew that riding it would be limited until he underwent two cataract operations to improve his vision.

Chris, who lives in Crowborough, had endured the gradual deterioration of his eyes over two years until night driving and reading in poor light became a problem for him. He was aware of the reputation of The McIndoe Centre and opted to be treated under Consultant Ophthalmic, Corneal and Refractive Surgeon,

Damian Lake, who performed both operations in April and June this year.

Chris says: *“Mr Lake was very clear in his explanation of what the operation would entail and we discussed the various options of different lenses, so that I could choose what was best for me. I was a day patient both times and the care was really excellent from start to finish. I don’t need to wear glasses now and can thoroughly recommend The McIndoe to anyone who has cataracts. The operations have really made a difference to my life.”*

HORDER

MAKING A POSITIVE IMPACT

We are committed to making a positive impact on the health of individuals, communities and society.

The Horder Centre was founded as a registered charity in 1954 to provide the best possible care for people suffering with arthritis. 62 years later, we have grown to be a modern, dynamic charity and provider of a comprehensive range of healthcare services. We provide the highest quality services, from initial consultation and diagnostic tests right through to surgical treatment and rehabilitation.

As a registered charity, we are not driven by the demands of shareholders. Surplus funds are reinvested into research and training so that we can continue to provide exceptional healthcare. Prevention, as the saying goes, is better than a cure. That's why, as well as medical procedures, we offer a range of healthy living interventions such as osteopathy, reflexology, yoga, circuit training, Pilates and tai chi.

We offer expert advice on diet, exercise and lifestyle through our website and newsletters. We also have a free app that gives users access to recovery programme guides, healthy living information and videos, appointment booking and much more. Today, as when we were first founded, we still have the advancement of healthcare at the heart of everything we do. We are always exploring ways to increase our reach and impact on the people in the communities we serve.

R





PATIENT STORIES

Josephine Mitchell

Two and a half years after being diagnosed with breast cancer, Josephine Mitchell faced surgery for a second time, as radiotherapy had caused hardening of the original implant breast reconstruction.

Josephine, 59, was referred to Consultant Plastic Surgeon, Miss Anita Hazari, at The McIndoe Centre. She underwent removal of her right breast prosthesis and replacement with a Diep reconstruction, a procedure which involved taking skin and fat from her stomach to create a breast.

Nearly three months after the operation, Josephine is on the road to recovery. Despite complications caused by having to come off medication for rheumatoid arthritis, life is slowly getting back to normal.

Josephine says: *"I had different surgery options after the radiotherapy, but I felt this one was the best one for me. Miss Hazari was marvellous and the staff were so caring and helpful. It was a difficult time for me because I could hardly move after the operation, so needed a lot of care.*

"I would thoroughly recommend The McIndoe Centre. I felt very secure there. It's a lovely place and the food was fantastic. I only wish I could have eaten more of it!"



“The food was
fantastic
I only wish
I could have
eaten more!”



STRIVING FOR BETTER

**At Horder Healthcare,
we are always looking
for ways to improve
existing services
and exploring new
initiatives that will
help even more people.**

The Butterfly Scheme

On 15th November, The Butterfly Scheme, a national scheme aimed at dementia sufferers and those experiencing memory problems, was launched across all of our sites. When a patient opts in to the scheme, a butterfly symbol is placed near their bed to help us deliver the most appropriate care. All staff members that interact with patients have been trained to offer a specific five-point, targeted response and all of our team have access to an easy-to-use carer sheet. The Horder Centre hospital manager, Clare Forsyth, said: “Dementia, or memory loss is distressing for patients and their carers, so by making our staff aware of how they can give practical help, we can all help reduce patients’ stress levels and increase their safety and wellbeing.”

New Online booking system

Our fitness and wellbeing classes have grown in popularity over the past few years and are now a very important part of our service provision. With the introduction of a new online booking service, patients can now manage their own class schedules and make payments in just a few simple steps. In all centres offering classes, we have also introduced internet areas, where patients can book classes and get assistance from staff, should they need it. Anyone wishing to use our online booking system should visit www.horderhealthcare.co.uk to register. You will also find a step-by-step video tutorial that was created by Joe, one of our volunteers.

Joint School

Horder Healthcare's Enhanced Recovery Programme aims to speed up a patient's recovery and improve outcomes after surgery. To help achieve this, in January the pre-admission department at The Horder Centre started running a 'Joint School' for hip and knee replacement patients. In addition to pre-assessment, Joint School ensures everyone is fully prepared before surgery. Joint School is a 45-minute class run twice daily by the therapy team. It offers practical advice and guidance on subjects such as reducing the risk of blood clotting and pain management, and encourages patients to be actively involved in their own recovery. There is an opportunity for group discussion and questions, or to just listen to others who are in a similar situation.

Patient Forums

Every year we hold several patient forums to inform changes to the services we offer. These sessions help us to continually improve all areas of the healthcare journey, from pre-operative education and treatments, through to the post-operative information we produce. At our most recent forum, over 40 hip and knee patients were asked how prepared they felt for surgery and their opinions on the advice they received before and after their operations. During the session we discovered that some patients required information that better suited their level of recovery. As a result of this session, we have decided to provide more post-operative information and guidance for younger or more active patients.

The McIndoe Centre developments

Since acquiring The McIndoe Centre In 2015, we have been extremely busy with an ambitious £8 million refurbishment programme. You can read more about the latest developments at our new hospital on page 20.



The McIndoe Centre

DEVELOPMENTS

The McIndoe Centre has a very rich history

Originally a burns unit on the campus of Queen Victoria Hospital in East Grinstead, it was established as a legacy to Sir Archibald McIndoe, a pioneer in reconstructive surgery.

In 1997, a small group of consultant surgeons and anaesthetists purchased the unit with a vision to create a world-class hospital. The McIndoe Centre was quickly established as a centre of excellence where patients in need of surgery following breast cancer, accidents or those with congenital deformity, were given the best possible treatment.

In 2015, The McIndoe Centre became part of Horder Healthcare and an ambitious £8 million refurbishment programme began. A new X-ray suite and three state-of-the-art operating theatres have already been opened and a six-bed recovery area is due for completion at the beginning of 2017.

The opening of the new theatre means that orthopaedic surgery can now be carried out on-site and, in December, the hospital celebrated its very first orthopaedic treatment. Other plans include upgrades to the infrastructure and treatment rooms, refurbishment of all ward bedrooms and the creation of a new outpatient area. This is an exciting development for Horder Healthcare and will help us to extend our unique brand of healthcare to even more people.



This is an exciting development for Horder Healthcare and will help us to extend our unique brand of healthcare to even more people.





OUR WIDER IMPACT

Beyond the obvious immediate health benefits, it can be difficult to measure the wider impact of our work.

We commissioned Baker Tilly, specialists in the field of SROI (Social Return on Investment), to research the impact of our work in the community.

SROI measures social value of our healthcare, such as how it affects a patient's work and home life, mental and physical wellbeing, relationships and their role in the community.

Baker Tilly's report concluded that in the year to October 2014 alone, Horder Healthcare's work had an overall financial impact on society of over £33.5 million. This figure only included patients receiving hip or knee replacements and physiotherapy, and doesn't take into account patients receiving other procedures.

Visit www.horderhealthcare.co.uk to read the full SROI report.

PIONEERING RESEARCH

Last year, we joined a national research programme to measure the benefits of physiotherapy following knee surgery.

Horder Healthcare's research team was headed up by Matthew Carr, our MSK (musculoskeletal) Clinical Quality Manager. In December, Matthew was presented with an 'Exceptional Patient Care' award from the Clinical Research Network, for his efforts in supporting this pioneering research.

Matthew commented: *"I am quite humbled to have been recognised for this achievement. My passion, as with Horder Healthcare, is that our patients should have access to the best quality healthcare services available. Our involvement as the only independent healthcare provider within the study, was achieved with support from the Clinical Research Network as well as with the positive engagement of the various Horder Healthcare teams involved."*

Sarah Edwards, the CRN's Research Delivery Manager for



MSK research in the region, said: *"I nominated Matthew for this award, not just because he is responsible for leading this research, but because he has instigated it within Horder Healthcare. It is a huge achievement to instigate a project like this and stick with it. This work gives patients the chance to contribute to research that could result in changes to care in the future."*

"Our patients should have access to the best quality healthcare services available."

Quality outcomes

The Horder Centre carried out a total of:

958
PRIMARY HIP
REPLACEMENTS

892
PRIMARY KNEE
REPLACEMENTS

(During April 2014 - March 2015)

Patient Reported Outcome Measures (PROMs) for hip and knee replacements

PROMs record a patient's level of pain, stiffness and mobility and compare their scores after surgery with scores recorded before their operation.

97.4% **HIP**
REPLACEMENT

95% **KNEE**
REPLACEMENT

Data collected April 2014 to March 2015 (Published August 2016)

What our patients say after their procedures:

99.9%

generally satisfied with their care and treatment.

98%

said they were likely or very likely to recommend The Horder Centre to friends and family.

99%

rated their experience as very good or excellent.

99%

felt that the cleanliness of The Horder Centre was very good or excellent.



Physiotherapy outcomes

(1st October 2015 - 30th September 2016)

Our MSK physiotherapy teams have continued to collect outcome measures to demonstrate the effectiveness of our services.

We are delighted to say that despite a growing number of physiotherapy appointments this year, quality has remained high, with 73.7% of patients experiencing a significant improvement in their condition following physiotherapy treatment.

PLACE audit 2016

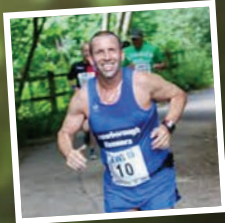
Horder Healthcare maintains and improves standards by participating in an annual PLACE (Patient-Led Assessments of the Care Environment) audit. The audit team is made up of two thirds Patient Assessors and one third Staff Assessors. This year we also had a member of the Department of Health observing.

This year's average score was

91.9%



73.7% of patients experienced a **SIGNIFICANT IMPROVEMENT** in their condition



PATIENT STORIES

Kevin Battell



Race director of the Crowborough 10K event, Kevin Battell, was back jogging just nine weeks after a hip replacement at The Horder Centre.

Kevin, 53, had experienced pain for a while before he was referred to The Horder Centre, where he saw Mr Sentil Velayudham, who carried out the operation in August. He was keen to get back to sport as quickly as possible because it had played such a huge part in his life. He had enjoyed 30 years playing football, then competitive badminton and long distance running.

Although Kevin, who runs his own print finishing business, knows he will not run the same distances as before, he is happy to be running again without any pain. Kevin says: *“I will slowly build up to the point where I can do 5km and 10km, and I would really like to do a triathlon. Whether I have another marathon in me, I’ll just have to see.”*

Of The Horder Centre, Kevin says: *“It was brilliant. People were very friendly and the food was really nice. I was lucky too, as I have friends who work there, so a lot of faces were familiar.”*

A person is running on a dirt path, captured from a low angle behind them. They are wearing a light blue athletic shirt and dark shorts. The background is a lush green forest. The text is overlaid on the right side of the image.

“It was
brilliant
people were
very
friendly.”



The McIndoe Centre
East Grinstead

The Tunbridge Wells Clinic
Tunbridge Wells

The Horder Centre
Crowborough

The Seaford Clinic
East Sussex

The Eastbourne Clinic
Eastbourne

HORDERHEALTHCARE

HEALTHIER • HAPPIER • HORDER

St John's Road
Crowborough
East Sussex
TN6 1XP

T: 01892 665577
F: 01892 662142
E: info@horder.co.uk
W: horderhealthcare.co.uk

f [@The.Horder.Centre / @TheMcIndoeCentre](#)
t [@thehordercentre / @McIndoeCentre](#)
in [linkedin.com/company/horder-healthcare](https://www.linkedin.com/company/horder-healthcare)

Registered Charity No: 1046624