

WE ARE COMMITTED TO LIVING OUR VALUES, BEING **CARING** AND **FRIENDLY** TO ALL, PROVIDING HIGH **QUALITY** SERVICES WITH **INTEGRITY** AND FOSTERING A WORK CULTURE THAT IS WARM, WELCOMING AND RESPONSIVE. WE ARE HONEST AND TRANSPARENT AND TAKE **PRIDE** IN DELIVERING THE BEST POSSIBLE SERVICE FOR ALL OUR PATIENTS AND CUSTOMERS.

IMPACT REPORT 2013

**HORDER**HEALTHCARE

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## IMPACT REPORT 2013

Horder Healthcare is a modern, dynamic, forward looking healthcare charity.

We are an independent organisation that provides an exceptional level of service to both NHS and private patients. We believe in disease prevention, health maintenance and treatment. We provide conservative treatment options for our patients, promote shared decision making and if surgery is required we can offer patients excellent surgical outcomes.

We aim to provide services that ensure patients can return to the best level of independence they can achieve and help prevent future musculoskeletal conditions through providing health and wellbeing services and information.

Our vision is to be the very best provider of healthcare services, within a therapeutic atmosphere – providing a great place to work, practise medicine and receive care.

Founded in 1954, we have developed a nationally recognised reputation for orthopaedic and musculoskeletal care, providing elective orthopaedic surgery and a growing number of services including Physiotherapy, Osteopathy, Acupuncture, Rheumatology, Neurology and Pilates at The Horder Centre, our hospital in Crowborough and clinics throughout Sussex, Kent and Surrey.

Our principled way of delivering care and our commitment to quality truly sets us apart, enabling us to deliver excellent outcomes for our patients and services that make an impact within our community and beyond.

*“We are committed to living our values, being caring and friendly to all, providing high quality services with integrity and fostering a work culture that is warm, welcoming and responsive. We are honest and transparent and take pride in delivering the best possible service for all of our patients and customers.”*

Di Thomas, CEO

OUR VALUE

# CARING

**We believe that all with whom we interact will be treated with the utmost respect and empathy.**



## CASE STUDY

Years of hip pain meant classically trained organist Chris Whitelaw was finding it increasingly difficult to reach some of the pedals when he played. Even walking was becoming increasingly painful, and Chris found himself going out less and less.

After an operation on his left hip at The Horder Centre, Chris has lost much of the pain and can now reach the lower end of the pedal board.

*"The Horder Centre left me with a lasting impression. Every member of staff seemed to know me. They coped with my deafness magnificently and it is clear that communications between staff are of the highest order. Everything, from blood tests to routine observations happened as expected, and I was fully informed of my treatment at all stages. I felt totally cared for. The very first time I visited The Horder Centre, I did not even need to give my name. I was greeted with "Good Morning Mr Whitelaw"."*

Chris Whitelaw



Chris Whitelaw

### We care about the long term health of the society we serve

As a charitable organisation our purpose is to advance health and the relief of patients suffering from ill health. We provide healthcare on a not for profit basis and all surplus from our activity is reinvested to provide real benefit to our patients and the communities we serve. The broader spectrum of work we currently undertake includes training sessions for healthcare professionals, including GPs and community seminars for the public.

### Public information events

The number of those suffering from arthritis is predicted to double by 2030 and we are dedicated, with other agencies, to building public awareness of how the disease can be managed and prevented. Over the past year we have held public information events focusing on the topics 'Look after your joints' and 'Living with Arthritis' and explored ways of managing pain, effective exercise plans and ways to improve diet.

### GP Seminars

We have held a number of GP events including an 'MSK Study workshop for primary care' at both The Horder Centre and Horder Healthcare Eastbourne. With many local GPs attending, 100% felt that it had improved their knowledge of conservative management of back pain and clinical examination and diagnosis of lower limb conditions.

For details about future public and GP seminars please visit [horderhealthcare.co.uk](http://horderhealthcare.co.uk)

### Online healthcare advice

Healthcare activities are just as likely to take place in people's communities and homes as in a hospital, with people actively seeking out self help information. Our recently launched website has a dedicated section which contains information from nationally recognised health writers and dieticians as well as articles from our own orthopaedic experts. The vision for our online health resource is to provide accessible, reputable advice on orthopaedic and musculoskeletal topics as well as general health and wellbeing subjects such as diet and fitness, enabling people to make decisions, select choices and take ownership about their general health and lifestyle.

Visit [horderhealthcare.co.uk](http://horderhealthcare.co.uk) to access informative articles, recipes and videos.

99.26% of patients

said they were satisfied with the level of respect and dignity they were shown while they were in The Horder Centre.

97% of participants

at our public information events were inspired to find ways to improve their lifestyle.

100% of participants

agreed the events had helped their understanding of joint health.

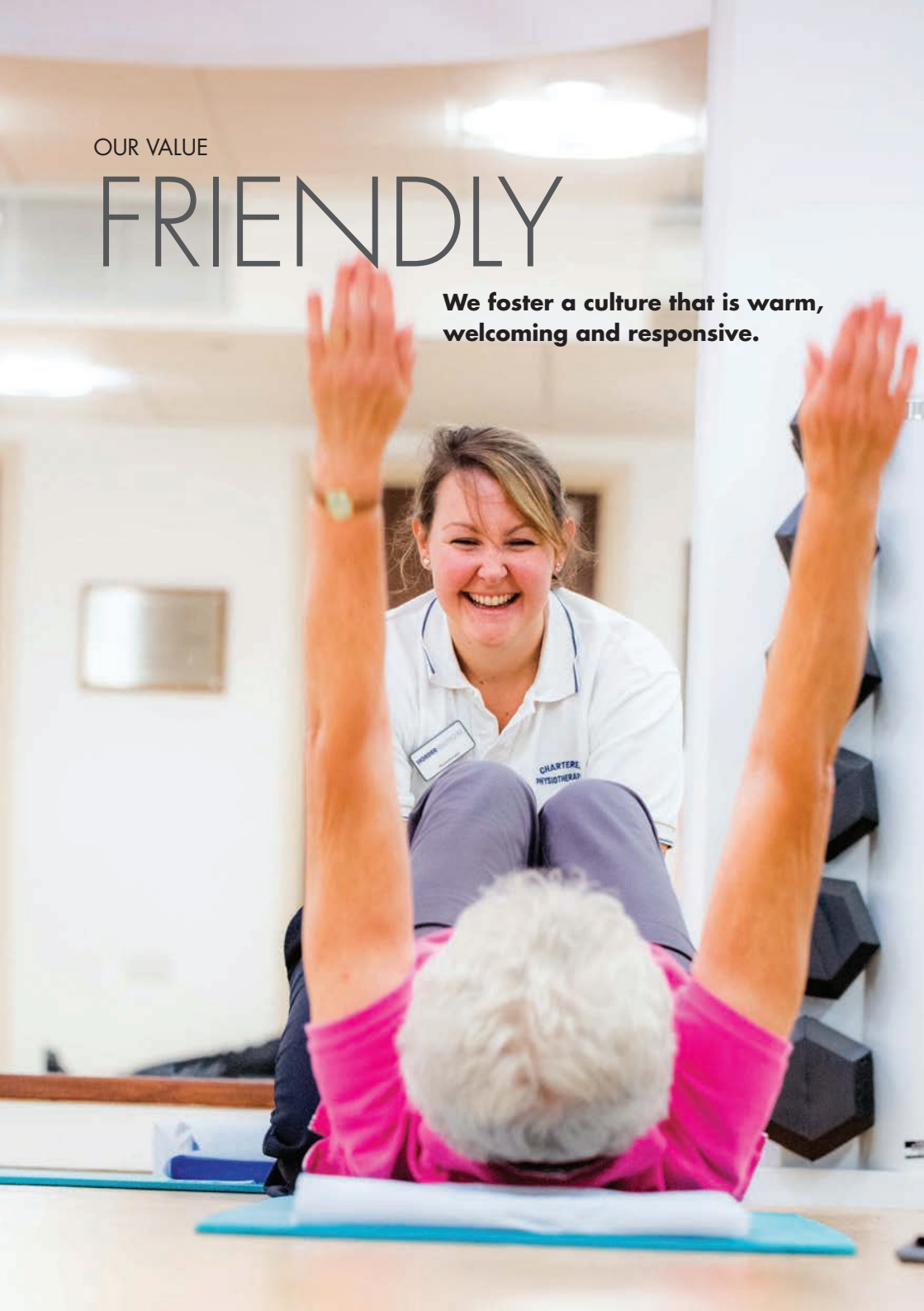
*Figures are for the financial year ending 30.06.2013*



OUR VALUE

# FRIENDLY

**We foster a culture that is warm, welcoming and responsive.**



## CASE STUDY

*"The last year has been a tough year for myself and family. I was made redundant at the end of 2012 and at the beginning of 2013 I had to have major back surgery which put me out of action for just over two months. Upon recovery I applied to become a volunteer at Horder Healthcare, where I wanted to use skills gained from my previous work in the charity sector to make a difference to people's lives.*

*Working within the Marketing Department, I enjoy the varied tasks, everyone has made me feel very welcome and I feel a valued member of the team. I feel a great sense of gratification knowing that the work I am doing is making a difference to the charity."*

Simon Wright, Volunteer



Simon Wright, Volunteer

### **We listen to our patients and act on feedback**

Patient experience and the quality of the care we provide is our priority. Over the past year we have invited former patients to two forums to discuss various aspects of their care and treatment including food and catering services.

*"Patient Forums are the perfect opportunity for our patients to speak candidly about their experiences and ensure that we never become complacent about the level of service we provide. The participants spoke very highly of the food standards and service and the future initiative of displaying menus on their bedroom TV screen was received with great enthusiasm. Some patients mentioned that they did not know we can provide hot meals for friends and family. We will now look at measures to ensure this is better communicated to all"* Guy Heasman, Hotel Services Manager

If you are a former patient and would like to join us for future forums please email [info@horder.co.uk](mailto:info@horder.co.uk) or call 01892 601453



Guy Heasman



**99.75% of patients**

said they were pleased with our service.

*Figure is for the financial year ending 30.06.2013*

OUR VALUE

# QUALITY

**We deliver the best service we can whilst striving to continuously improve.**



## CASE STUDY

Clifford, 76, was finding balance and walking difficult and latterly he was diagnosed with Parkinson’s disease. Although he had tried swimming he had not noticed any improvement and was keen to find a solution that would help. He noticed an advert for Horder Healthcare classes in a local magazine and decided to see if the strength and balance class would make a difference.

*“I am really enjoying the classes and their impact has been huge already. My balance and stamina has increased significantly and my walking has improved. I have even started playing golf again so I am extremely grateful to Horder Healthcare for their help.”*

Clifford

Clifford was so impressed with the impact of the classes that he recommended his friend, who also has Parkinson’s disease, to join the classes. She too is noticing improvements since attending the specialised exercise class.

Details of all of our health and fitness classes are available online at [horderhealthcare.co.uk](http://horderhealthcare.co.uk)



Clifford

**We provide high quality outcomes for our patients**

We are an organisation that delivers exceptional care. We are never complacent in our approach and are continually benchmarking our outcomes, to ensure that we are achieving the best results across all providers.

Patient Reported Outcome Measures record a patient's level of pain, stiffness and mobility and compare their scores after surgery with scores recorded before their operation. We take pride in repeatedly scoring higher than the national average in hip and knee procedures.

Other quality outcomes include:

- Successful unannounced inspection by Care Quality Commission (CQC) with full compliance to all essential standards.
- Zero MRSA and MSSA blood stream infections.
- 99.9% were happy with the overall cleanliness at The Horder Centre.

*Figure is for the financial year ending 30.06.2013*

Please visit [www.nhs.uk](http://www.nhs.uk) and view patient reviews for The Horder Centre.

**We benchmark our outcomes to enable continuous improvement**

We currently offer musculoskeletal services at The Horder Centre, our clinics in Tunbridge Wells, Eastbourne, Heathfield and Horley. We started collecting data about our physiotherapy outcomes in May 2012 to enable us to benchmark our service against other providers and more importantly to demonstrate levels of improvements in patients' quality of life and function following treatment.

The aspects we measured in terms of quality of life are:

- Mobility
- Self-care
- Usual activities
- Pain/discomfort
- Anxiety/depression

We are able to demonstrate marked improvements in each of these five areas:

- 85% of patients receiving physiotherapy are now discharged with a significant improvement in their quality of life. This is an increase of 19% from last year.
- The average improvement in function following treatment is 155% from the patient's starting level.



Patient Reported Outcome Measures (April 2011-2012)

<b>97.3%</b>	<b>92.4%</b>
<b>Horder Healthcare</b> score for hip replacement	<b>Horder Healthcare</b> score for knee replacement
<i>National average: 95.9%</i>	<i>National average: 92%</i>





OUR VALUE

# INTEGRITY

**We are always reliable, honest, consistent and transparent in our approach.**

## CASE STUDY

*"We don't have a complicated management structure and everyone understands our values and what we're trying to achieve as an organisation. Decision making is transparent and straightforward, and everyone's contribution is valued and treated with respect. That makes it an easy place to work because there are no barriers to open communication, and you know you're going to be listened to regardless of your role or position. Whether we're dealing with patients and their families, other colleagues or any of the other people we come into contact with, we're always open and honest. People can rely on us to be consistent and deliver on everything we promise to do."*

Joe Christmas, Theatre Manager.



Joe Christmas, Theatre Manager.

**We consistently submit data to benefit others**

The National Joint Registry was set up to collect information on joint replacement operations and to monitor the performance of joint replacement implants. Between 1st April 2012 and 31st March 2013 98.8% of our patients consented to the programme which means we have provided the registry with 1900 entries this year contributing to the national understanding of joint replacements.

**We are honest about our impact on the environment**

We have set ourselves a new CO<sub>2</sub> target for 2013-2014 of 1212 tonnes (which is a 5% reduction on the 2012/2013 emissions total). As of September 2013 our measurements have revealed that we have produced 358 tonnes in the last 4 months which means we are on course to meet this target.

99.26% of patients

were satisfied standard of written information they were provided with before leaving The Horder Centre.

99.78% of patients

stated they would recommend The Horder Centre to friends and family if they needed similar care or treatment.

*Figures are for the financial year ending 30.06.2013*

**We are transparent in the use of our patients' information**

*Horder Healthcare at the National Healthcare IT Conference and Exhibition, Birmingham 2013*

We presented a paper at the National Health IT Conference and Exhibition in Birmingham, representing the independent sector. Speaking to current leaders and influencers within healthcare informatics and IT, the team demonstrated how we were able to become an NHS provider under the Department of Health Patient's Choice initiative in 2007, which we continue to be part of. Alongside this event, Horder Healthcare has established the Independent Healthcare IG Group which has brought together representatives from across the national independent healthcare sector, ultimately working together to maintain the highest level of patient confidence in the use of their information.



OUR VALUE

# PRIDE

**Our team is proud of what they do, taking pleasure in delivering a unique service.**



## CASE STUDY

Leader of Eastbourne Borough Council David Tutt was finding it difficult to walk before a knee replacement operation at The Horder Centre.

He had suffered pain for several years in his left knee and osteoarthritis was diagnosed in May this year.

*"I would recommend The Horder Centre without question. Everyone was very patient focused, they took real trouble to explain everything to me. The facilities were very good, I had my own private room which was extremely clean. Following my discharge from hospital, I had cause to phone for advice on two occasions and the staff were very helpful.*

*The operation has made a big difference to me. Before, I was finding it difficult to walk and needed to take anti-inflammatory pills. Now I am free of any painkillers and can cycle again without difficulty."*

David Tutt



David Tutt

## We take pride in our hospital

### Capital Redevelopment progress

In 2010, Horder Healthcare embarked on an ambitious redevelopment programme at The Horder Centre to transform the specialist centre into a state of the art, therapeutic facility to benefit future patients. This project has enabled us to provide patients with private ensuite bedrooms, therapeutic gardens and modern gym facilities to aid recovery. The final stage of this project will see a new dining room which will enable patients to eat together or with visitors if they wish.



Glenda Rogers, HR and PR Manager at Horder Healthcare with Simplyhealth's Adam Dunney

## We deliver an award winning service

### Sussex Heritage Award 2013

The redevelopment project was awarded a prestigious Sussex Heritage Trust Award in June 2013 for its innovative design. The layout of the redevelopment was a major consideration to contribute to a more healing environment for patients.

Judges said the redevelopment project was 'most impressive, succeeding in bringing the beautiful surrounds of the Ashdown forest into the building enhancing the therapeutic environment.'

### Winner of Simplyhealth 'Healthy Workplace Award'

We have been commended for demonstrating our commitment to the health and wellbeing of staff by receiving a Simplyhealth Healthy Workplace award.

Provided by healthcare provider Simplyhealth, the Healthy Workplace awards recognise the contribution that UK organisations make, in both the private and public sector, to the welfare of employees.

## Accounts

Income from charitable activities was **£22.9 million**

We have **invested over £2.4 million** expanding and improving our services

We have **invested over £105,000** in developing and training our staff

Income from **fundraising** activities raised **£89,501**

Income from Bequests and **Trusts £452,710**

*Figures are for the financial year ending 30.06.2013*



## Current Horder Healthcare Locations



# **HORDER**HEALTHCARE

The Horder Centre, St. John's Road, Crowborough,  
East Sussex TN6 1XP

Tel: 01892 665577

[horderhealthcare.co.uk](http://horderhealthcare.co.uk)

Registered Charity No: 1046624

