

# making a *difference*

Impact Report 2015

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



**HORDER**HEALTHCARE

**1954**

Cecilia Bochenek

## We've come a long way...

In 1954 Cecilia Bochenek, along with Dr Joyce Peake (a graduate in medicine at a time when women were rarely found in the profession), started our charity to help provide care and support to those suffering with arthritis. The charity was named after the then highly prominent physician Lord Horder, who also took up presidency of the organisation.

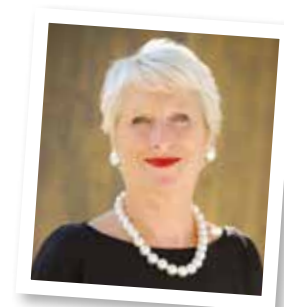
Cecilia Bochenek contracted Juvenile Rheumatoid Arthritis at the age of six. After this experience Cecilia dedicated her life to helping others with similar health conditions to her own. Now, over 60 years later, The Horder Centre has grown into the forward thinking

and dynamic charitable organisation, Horder Healthcare. The Horder Centre has become a national centre of excellence for orthopaedic surgery and treating arthritic sufferers.

Furthermore, our reach now extends across the South of England with multiple sites that cover an even greater range of services and treatments. Cecilia's vision of providing outstanding care has been maintained and diversified so we may bring our unique brand of care to as many people as possible who suffer from a range of conditions.

Have a look at our timeline on page 8.

# How we make a difference



“ Since our charity's formation more than 60 years ago we have made great strides forward. Horder Healthcare has evolved from treating those with arthritis and making living with the condition as bearable as possible, to delivering life-changing joint replacement surgery and a whole host of advanced treatments.

From 25 years ago when the first operation was performed at The Horder Centre, we now carry out more NHS hip and knee operations than any other independent single site provider in the country.

Earlier this year, we extended the reach of our charity by acquiring the McIndoe Surgical Centre in East Grinstead, a highly respected specialist centre in maxillofacial, plastic reconstruction surgery and ophthalmology.

With this new addition to the Horder Healthcare family, we can now offer our patients additional services in our aim to advance health and take the strengths and qualities currently seen within our charity to a wider audience, building on the McIndoe heritage and making it a premium healthcare destination. In the future we hope to be able to report about the difference The McIndoe Centre makes to people's lives.

We are proud of the role Horder Healthcare play in local communities, offering healthcare from our additional centres in Tunbridge Wells, Eastbourne and Seaford. We continue to focus on fitness, health and wellbeing with our weekly exercise classes available at several of our locations. We also extend our role as a healthcare provider by giving people free healthy living advice from our experts through videos and articles that are regularly updated on our website and our app.

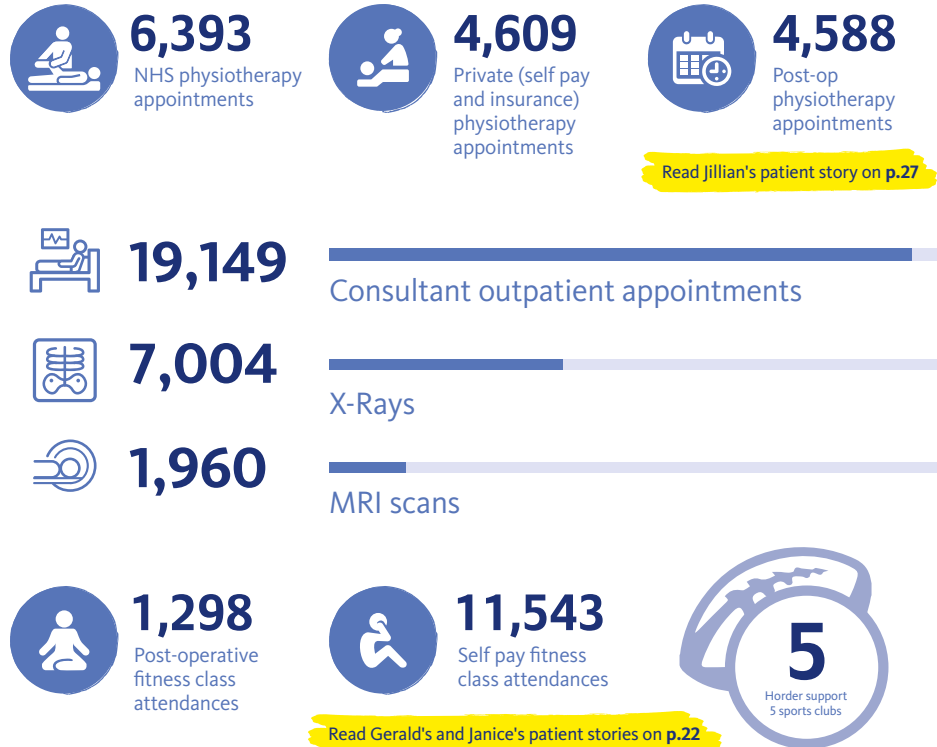
Throughout the past 60 years we have endeavoured to make a real difference to people's lives through our core values of being **Caring** and **Friendly** and delivering **Quality** treatment with **Integrity** and **Pride**. Guided by these values we hope to treat more and more people who suffer from various conditions and continue the outstanding care that is associated with the Horder name.

**Diane Thomas, Chief Executive**  
Horder Healthcare



# Our impact in numbers

(1st July 2014 – 30th June 2015. Not including the McIndoe Centre)



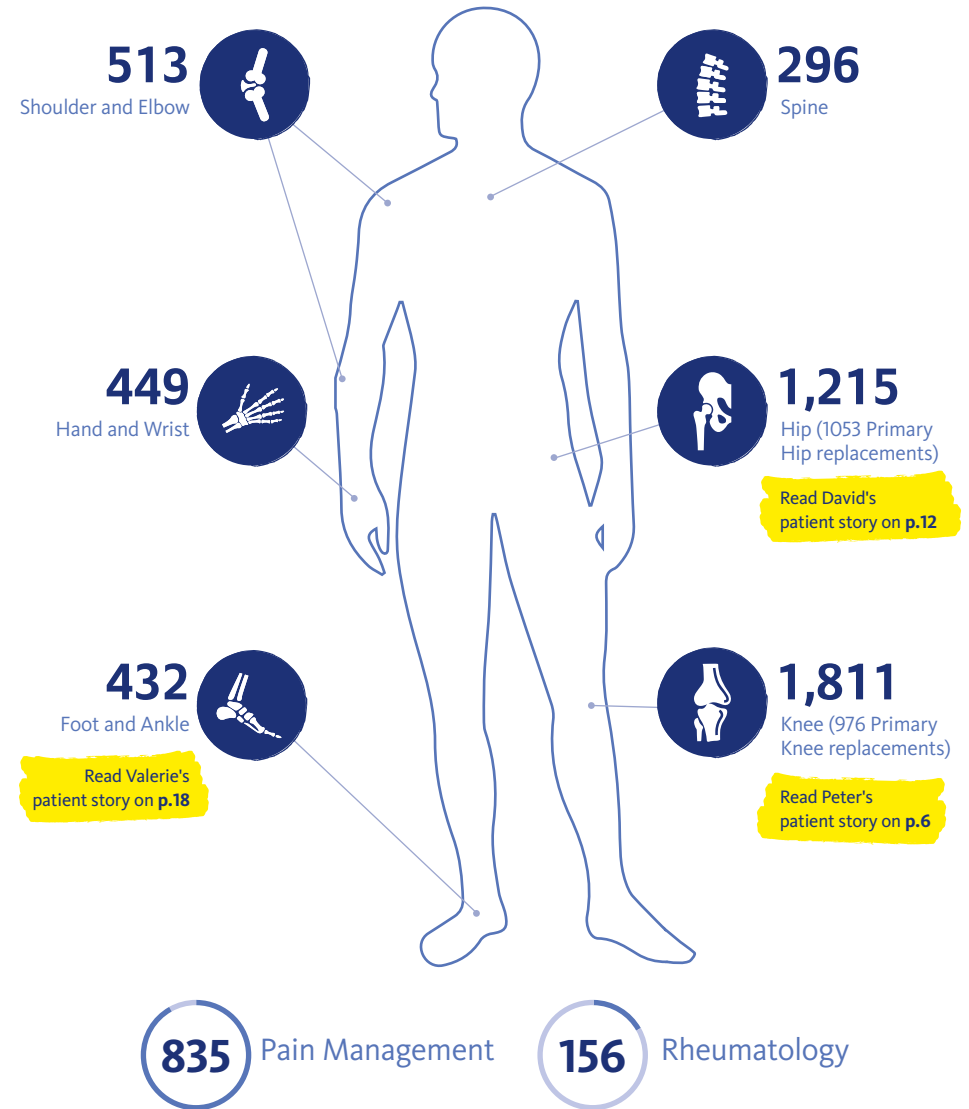
## On the web...



## 5 Horder Healthcare locations



## Total Procedures 5707



# Horder recognition

It is our charitable purpose and the greatest of pleasures to improve the lives of thousands of people each year who suffer from a range of conditions. We are very honoured to be recognised by a number of awarding bodies for our contribution in the local communities.



## VTE Exemplar Status

The Horder Centre has been awarded 'Exemplar' status by the National VTE (venous thromboembolism) Prevention Programme. After five years hard work and a joint effort by staff the orthopaedic centre of excellence was awarded the status due to its commitment to significantly reduce the risk of venous blood clots (pulmonary embolism and deep vein thrombosis) occurring in patients.

## East Sussex Business of the Year

On Friday 16th October we attended the prestigious Best4Biz conference organised on behalf of East Sussex County Council to celebrate excellence amongst local organisations in the area. With a focus this year on innovation Horder Healthcare was named 'East Sussex Business of the Year'.



## Enhanced Recovery Award

The Horder Healthcare team were proud winners in the 'Enhancing Quality and Recovery' category at the Kent Surrey Sussex Improvement and Innovation Awards 2015. Horder Healthcare was singled out as the Most Consistent Top Performing Provider in the Independent Sector.



## Green Apple Award

The Green Apple Environment Award is awarded for Environmental Best Practice. Horder Healthcare competed against 500 other nominations for Environmental Best Practice and was presented with its award at a recent presentation in the Houses of Parliament.



## PATIENT STORIES Peter Wooster

Peter, 64, who lives in Tunbridge Wells, said: "I was in constant pain with my knee before the operation in November 2013 and it meant that walking was seriously curtailed and when I cycled it was beginning to hurt. Since the operation, the more cycling I do, the better the knee gets."

Now, just 20 months after a half knee replacement, Peter has notched up 4,000 miles on his bike and recently completed the Prudential 100 bike ride, raising £300 for Horder Healthcare at the same time.

**PETER** has notched up **4,000** miles since his **OPERATION**



# Healthcare without limits

**Our purpose as a charity is to advance health, taking our outstanding care to as many people as possible.**

The Horder name is associated with consistent high quality care delivered in state of the art facilities and therapeutic environments. In recent years we have been able to take our unique brand of care to a growing number of people by

introducing multiple outreach centres across Kent and Sussex. Furthermore we have diversified our services and treatments so that those suffering from a range of conditions now have access to Horder Healthcare's excellent services.



**1<sup>st</sup> December 1954**

Official date of registration of the charity, started by Cecilia Bochenek and named after distinguished Physician, Lord Horder. The charity was dedicated to helping those suffering from arthritis.

**1966**

Official opening of The Horder Centre by HRH Princess Margaret.

**1989**

The introduction of surgery to The Horder Centre. First operation, a hip replacement, carried out by surgeon, Charles Gallannaugh.

**2010**

Eastbourne outreach centre opens to extend Horder's reach and offer our excellent orthopaedic services to both private and NHS patients on the East Sussex coast. Services include outpatient appointments with Orthopaedic Consultants, diagnostic services, physiotherapy and even sports massages.

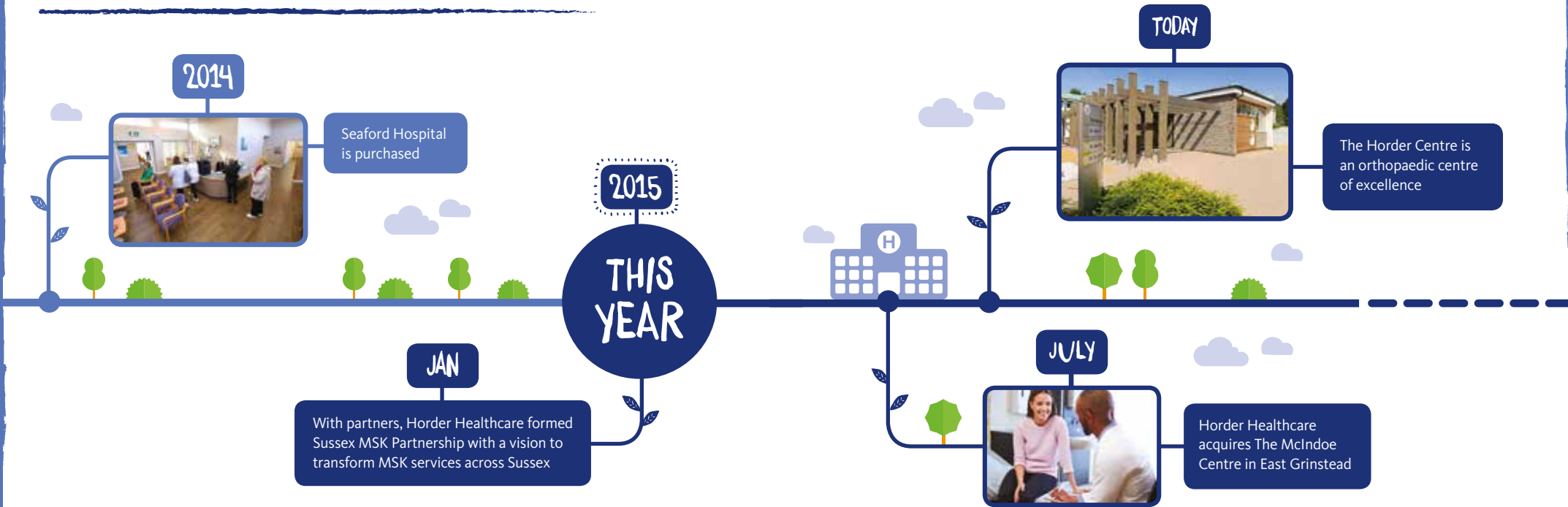
**2011**

Opening of new physiotherapy department at The Horder Centre by Sally Gunnell O.B.E. Exercise classes begin, and there is a new focus on preventative care as well as treatment for those suffering from established musculoskeletal conditions.

**2012**

Tunbridge Wells outreach centre opens in the centre of the town and offers physiotherapy as well as a range of exercise classes to privately insured and self pay patients in a state of the art studio.

# Healthcare without limits



**2014**

Seaford Hospital is purchased, refurbished and opened for service to NHS, privately insured and self pay patients. Horder Healthcare is now able to treat orthopaedic patients with an even greater reach into East Sussex, offering Consultant appointments, diagnostic services, physiotherapy and exercise classes.

**2015: January**

With partners, Horder Healthcare formed Sussex MSK Partnership with a vision to transform MSK services across Sussex. This unique service is made of independent and NHS healthcare providers delivering truly integrated musculoskeletal treatments to NHS patients across Sussex. By bringing care providers together patients receive the best possible treatment, with the entire patient journey managed from start to finish by the Partnership.  
[www.sussexmskpartnership.co.uk](http://www.sussexmskpartnership.co.uk)

**2015: July**

Horder Healthcare acquires the McIndoe Surgical Centre in East Grinstead, diversifying services and increasing its reach further across the South East of England. Now known as The McIndoe Centre, part of Horder Healthcare, the hospital started life as a burns unit and was named after Sir Archibald McIndoe, who worked for the Royal Air Force in World War 2 providing ground breaking treatment for badly burned aircrew.

**The McIndoe Centre**  
PART OF HORDER HEALTHCARE

**2015: July (continued)**

The McIndoe Centre has a world class reputation and offers a range of services including plastics and reconstructive surgery, weight loss surgery, ophthalmology, maxillofacial surgery, orthodontics and ENT. This is an exciting time where more people suffering from a range of conditions can now benefit from Horder Healthcare's special brand of care, which will in time extend to include orthopaedics.  
[www.themcindoecentre.co.uk](http://www.themcindoecentre.co.uk)

**Today**

The Horder Centre in Crowborough is a centre of excellence, treating NHS, self pay and privately insured patients. The hospital specialises in orthopaedic care, offering musculoskeletal treatment for pre or post operative care, sports injuries and arthritic conditions. Services include elective orthopaedic surgery, physiotherapy, diagnostic services and exercise classes, thus providing a comprehensive musculoskeletal service.

Patients come to The Horder Centre and outreach clinics with a range of musculoskeletal conditions that affect all parts of the body, from hips and knees to hands and shoulders. The Horder Centre has built a reputation in the community for outstanding care, achieving excellent outcomes and raising the bar for how healthcare can and should be delivered.



## Information events

In 2015 we held 11 Information Events

300 people benefited from our events

100% of people found the events helpful

We find that a great way for patients to learn more about the services available to them is through our Information Events.

These are free to attend and give members of the public an opportunity to come and speak directly to the consultants or specialists who carry out the treatments. This can be an invaluable opportunity to get information on specific conditions straight from the experts.

For 2015 we have so far held 11 Information Events at multiple Horder Healthcare sites plus other public venues around Kent and Sussex. More than

300 people have benefited from attending our events and the feedback we get is always very positive.

100% of people who attended our recent events Staying Active with Arthritis and Looking after your Hips and Knees found the events helpful and improved their understanding of their condition.

To find out about our upcoming events visit [www.horderhealthcare.co.uk/events](http://www.horderhealthcare.co.uk/events)



## PATIENT STORIES David Summers

David chose The Horder Centre for his operation after it was recommended by friends. He had experienced hip problems for a few years but when long walks in the Lakes became uncomfortable last year, he realised it was time for surgery.

David, 73, has completed a 2,950ft climb up Great Gable in the Lake District just five months after a hip replacement at The Horder Centre and now says the Dolomites and Nepal are back on the agenda! David concluded: "Walking

has always been such an important part of my life and I now feel that I can plan ahead for some of the experiences that I was beginning to fear would elude me before I had my hip replacement."

# Active in the Community

Horder Healthcare is proud to sponsor many local sports clubs around Kent and Sussex.

We are, of course, keen promoters of healthy living through staying active. We hope, with our support, these teams can grow and inspire more people to keep fit. There are a number of ways that we get behind the sports clubs including providing them with essential kit and supplies

and access to our facilities in order to treat and avoid injury. We also provide pitch side physiotherapy during training sessions to keep the teams in their best shape throughout the sporting season. We wish all the teams we support much success in 2015/16.

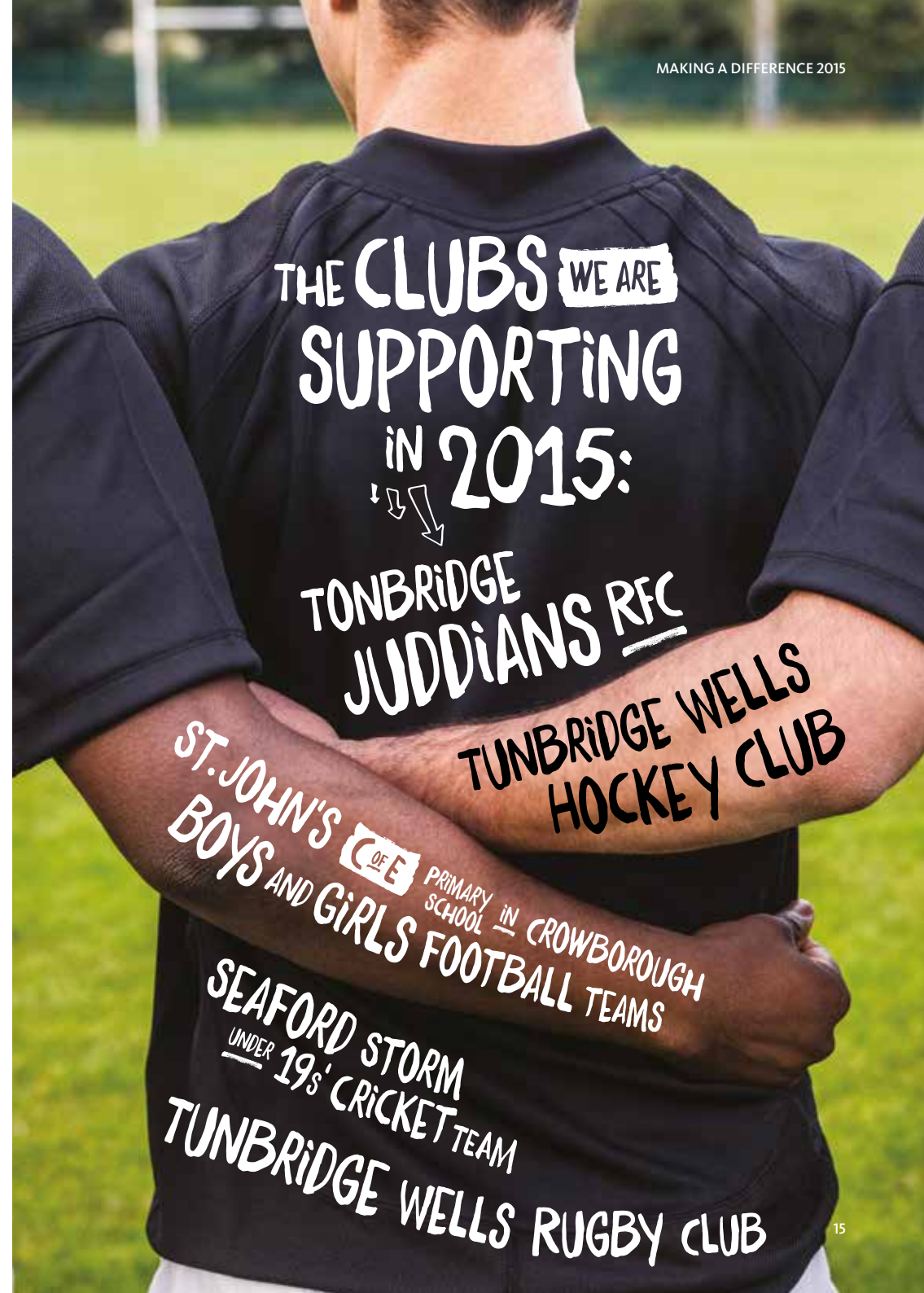
"We hope with our support these teams can grow and inspire more people to keep fit."



**Left:** Oliver Woodcock, 1<sup>st</sup> team player at TWHC

**Upper right:** Russell Shingles, Horder Healthcare Tunbridge Wells lead physio treating a TWRFC player

**Lower right:** Seaford Storm under 19s' cricket team





£38,245.35  
IN GENEROUS  
DONATIONS  
FOR 2015

DRAGON  
BOAT RACE  
RAISED OVER  
£3000

## Mutual Appreciation

The extent of Horder Healthcare's impact in the community is expressed through the extremely generous donations we receive each year from patients, their families and trust organisations as well as the amazing support we get from volunteers.

Being a charity Horder Healthcare relies on this enormous kindness to deliver the standard of care that we do.

So far for 2015 we have received £38,243.35 from 393 donors. This generosity allows us to continuously improve patient facilities and care, contributes to the growth of Horder Healthcare and the vision for bringing our unique brand of care to an even greater number of people. Our Redevelopment Project saw the addition of nine new ensuite patient rooms, a new canopy entrance for Dufferin Ward and a new dining room and kitchen, made possible through fundraising appeals and patient donations.

Throughout the year we host and take part in a range of fundraising events. Highlights

of 2015 have included the annual Dragon Boat Race at Bewl Water on the Kent/Sussex border where we raised over £3000 and the annual Ladies Health and Beauty Night held at our new hospital, The McIndoe Centre, which raised over £1000 to go towards our charitable cause.

We are now raising money for an all terrain patient transport vehicle so that we can deliver our services whatever the weather. This has got off to a great start with a very kind donation from the Masonic Province of West Kent.

Our 81 volunteers are integral to the day-to-day running of Horder Healthcare and support

our staff in various roles. Many of the volunteers are ex-patients who since having surgery are able to offer their assistance through gardening, helping in the coffee shop and organising events to name just three. We can also provide an invaluable experience to younger volunteers who are striving for a career in healthcare or medicine by supporting our clinical teams on the ward at The Horder Centre.

If you are interested in volunteering with us, please contact Claire Middleton, Volunteer Services Coordinator by emailing [volunteers@horder.co.uk](mailto:volunteers@horder.co.uk) or by calling 01892 665577.

HEALTH AND  
BEAUTY NIGHT RAISED  
OVER £1000





**PATIENT** Valerie Henwood  
**STORIES**

Keen walker Valerie Henwood has been given a new lease of life following a double bunion operation at The Horder Centre.

Valerie, 55, had suffered for about 10 years from painful bunions that had forced her to give up playing netball and eventually meant she was unable to take part in a fitness test that was part of her job as a serving police officer.

Just six months after her operation, Valerie was able to complete the fitness test at work.

“Not only that, but I was also able to complete a dream of mine which until the operation was not possible. In May this year, I finished walking the South Downs Way. This was a 100 mile journey that I walked over 10 successive days. Before my operation I was unable to walk more than three miles at any one time.”

*"I was also  
able to COMPLETE a dream  
of mine... in May I FINISHED  
walking the SOUTH DOWNS Way*



# HEALTHY LIVING

READ ALL OF OUR 5 STAR  
NHS CHOICES PATIENT REVIEWS  
AT: [HORDERHEALTHCARE.CO.UK](http://HORDERHEALTHCARE.CO.UK)

Over the past 60 years Horder Healthcare has grown into a well known and trusted care provider with a strong reputation in the South East of England.

We therefore feel a sense of responsibility to be a reliable source of healthy living advice for both ex-patients but also the wider public.

With many prominent orthopaedic consultants practising out of Horder Healthcare centres and with a large number of musculoskeletal specialists including physiotherapists and other therapists, we have put together a comprehensive library of information related to staying healthy through keeping fit, as well as looking after muscles and joints, tips for exercising and avoiding injury.

Eating a balanced diet is, of course, another very important part of healthy living and our collection of delicious and healthy recipes can help people achieve this. Furthermore we have plenty of nutritional advice including expert tips for eating more vegetables, healthy snacking and reducing sugar intake among many others.

One of our main contributors is Azmina Govindji, Consultant Nutritionist, and award winning Dietician who makes regular media appearances, including being the former resident nutritionist for ITV's This Morning and is also a regular dietician for NHS Choices.



We know that everyone likes to digest information differently, so we make our healthy living information accessible through a number of different ways:

## ONLINE

[www.horderhealthcare.co.uk/healthy-living](http://www.horderhealthcare.co.uk/healthy-living)  
people can access our library of articles and also engaging and informative videos as well as online exercise classes.



## AT THE INFORMATION POINT

In The Horder Centre to make all of our advice as accessible to as many people as possible.

## THE HORDER HEALTHCARE APP

For people who would like to access all our information whilst on the go via their mobile or tablet.

## MAKING STRIDES MAGAZINE

Our quarterly publication that has a circulation of 60,000 copies and is delivered to former patients and homes around all our service areas.



**PATIENT STORIES** Perlucia Mathebula



Perlucia, a seven year old girl, was badly burned as a baby when left in the 'care' of her two year old sister. Born to poverty stricken parents in a tin shack, Perlucia had no hope of

good surgery. Bronwen Jones, Founder of the charity Children of Fire, reached out to consultants at The McIndoe Centre. Skin grafts were taken from Perlucia's groin and used to create eye

lids so she could close her eyes at night. The skin grafts were also used to make life changing improvements to her right hand to help with functionality.

**PATIENT STORIES** Gerald Titton & Janice Gooch



*"There was A MIX of RECOMMENDED exercises, diet and medication DISCUSSED"*

Gerald and Janice both attended our Arthritis Education and Exercise class after being referred by their GP.

Gerald, 81, had three weeks of physiotherapy before starting the six week course of classes to help a cyst that had developed on the back of his knee, which may have been caused by arthritis.

He said: "I found the classes to be very good. There was a mix of recommended exercises, diet, and medication discussed. I found the tips about general stretching, loosening up, breathing and relaxation the most useful"

Janice, 67, first attended The Horder Centre after experiencing pain in her knees and then one of her legs.

She said: "I found the course very informative and it helped me to concentrate on what I can do to help myself. I would recommend it to others."

After one of the first classes, Janice found that she did suffer some pain after doing the exercises at home but after about three weeks, she found that she really started to feel the benefit of the recommended exercises.

# Quality Outcomes



**The Horder Centre carried out a total of 976 primary knee replacements and 1,053 primary hip replacements.**

During 1<sup>st</sup> July 2014 - 30<sup>th</sup> June 2015

## Patient Reported Outcome Scores (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.



Hip replacement

**97.2%**

Knee replacement

**95.7%**

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

## What our patients say after their procedure...

**99.9%**

generally satisfied with their care and treatment

**99%**

rated their experience as very good or excellent

**98%**

of patient said they were likely or very likely to recommend to friends and family

**99%**

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

## Physiotherapy outcomes

Between 1<sup>st</sup> July 2014 - 30<sup>th</sup> June 2015

This year our MSK physiotherapy teams at The Horder Centre and our outreach centres have continued to collect outcome measures to demonstrate the effectiveness of our services.

We are delighted to show that we have consistently continued to demonstrate positive improvements in all five areas of our quality of life measure (mobility, self care, usual activities, pain/discomfort, anxiety/depression) and over this year we have demonstrated that on average **89% of our patients** experienced a significant improvement in their condition following physiotherapy treatment. This is a **2% improvement** on last year's average score.

**89%**

of our patients experienced a significant improvement

## PLACE audit 2015

Horder Healthcare strives to maintain and improve standards by participating in the annual PLACE assessment, formerly Patient Environmental Audit Tool (PEAT). The assessment team is made up of two thirds Patient Assessors (PAs) and one third Staff Assessors. This year's assessment was also observed by a member of the Department of Health.

Our average score for 2015:

**91.40%**



## Our wider value as a charity - SROI report

The benefits of our work at Horder Healthcare can be difficult to define beyond the immediate health outcomes of our patients. In 2013 we commissioned Baker Tilly, acknowledged specialists in the field of SROI (Social Return on Investment) to carry out research investigating the wider impact of Horder Healthcare in the community.

**SROI is a way of being able to understand, in words and numbers, the social value of our work. That is, how it affects a patient's work life, home life, mental wellbeing, relationships, physical wellbeing, their role in the community and so on.**

Giving back people their mobility could also mean giving them back the ability to cook, take care of themselves and others, go back to work and engage in healthy pursuits. A hip replacement could mean helping a grandparent to look after their grandchildren, which in turn allows a parent to go back to work.

Baker Tilly concluded that in 2013 the financial impact on society as a result of Horder Healthcare's treatments represented gains of £35.5 million for that year. This only included patients receiving hip or knee replacements or undergoing physiotherapy and does not include patients who had other types of procedure. Read the full report online at [horderhealthcare.co.uk](http://horderhealthcare.co.uk)

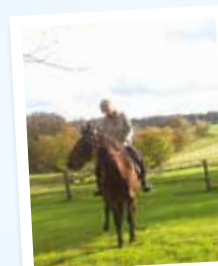


### Further research...

Continuing on from the SROI study we are now embarking on supporting a national research study which looks to measure how two different levels of physiotherapy benefit patients following knee replacement surgery. The research will look at whether patients who are making a slower recovery than hoped for in the first six weeks following surgery achieve a different outcome when they undertake intensive physiotherapy compared to a more standard level of care.

Matthew Carr, MSK Clinical Quality Manager for Horder Healthcare, is leading the organisation's involvement in this national multi-centre trial.

He said: "I'm delighted that we have been able to successfully implement our first MSK research study as it has a strong fit with the ethos of the charity to deliver high quality healthcare services while striving to make a positive difference to people's lives. This is quite an achievement for an independent organisation without the full infrastructure to support research and development and has been achieved by the flexible and dedicated nature of our staff and support from national health research teams. The aim is to recruit 30 patients over the next 10 months. We look forward to sharing the conclusions and results in upcoming editions of Making Strides, our quarterly magazine.



## PATIENT STORIES Jillian Burnet

**Jillian Burnet, 65, underwent an operation on her right shoulder last year after a horse reared, causing a rotator cuff injury.**

After the operation, Jillian was referred for three months' physiotherapy at Horder Healthcare's Tunbridge Wells clinic where she was treated by Michael Anderson.

She said: "I had a deadline to work to because I was going on a three month holiday to South East Asia where I wanted to do various activities including surfing. The physiotherapy was brilliant. Michael had the right attitude and explained exactly what I had to do at home and that I needed to do the exercises for the shoulder to improve. Everyone at the clinic was very helpful and supportive. I really was a satisfied customer."

*"The physiotherapy was BRILLIANT... I really was a SATISFIED customer"*



Registered Charity No: 1046624



## **HORDER**HEALTHCARE

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The.Horder.Centre



@thehordercentre

**Horder Healthcare Locations:** Crowborough | Eastbourne | East Grinstead | Seaford | Tunbridge Wells