



March 2019

Spring Edition

GP NEWSLETTER



Welcome to the spring edition of our Newsletter which I hope will bring you up to date with all our news here at Fulwood Hall.

Patient satisfaction continues to be a main focus for us so our recent Friends and Family Survey together with our latest CQC inspection I believe are testament to the hard work, dedication and passion which my team here at Fulwood provide

to all our patients. However, you will see within the newsletter some ways in which we are looking to enhance that experience even further.

This includes our new Private Patient Pledge which we believe leads the way within the Private Healthcare Sector and places the patient at the very centre of all that we offer.

We continue to focus on recruiting new Consultants not only to meet the ever changing demand across the Healthcare landscape but to also ensure we provide variety, innovation and expertise in new areas.

Our GP Educational Programme continues to be incredibly popular across all our GP Surgeries. If you would like to discuss arranging an event please contact our GP Liaison Officer - Beverley Macauley on **07500 050 090**.

Many thanks for your continued support.

FRIENDS & FAMILY - JANUARY 2019

'The number of people who would recommend or not recommend our services, as a percentage of the total number of respondents'.

NHS Outpatient

100%

Recommend

100%

394 Extremely likely

2 Likely

Total responses: 396

NHS Daycase

100%

Recommend

100%

222 Extremely likely

Total responses: 222

NHS Inpatient

100%

Recommend

100%

68 Extremely likely

Total responses: 68

NEW ORTHOPAEDIC CONSULTANT



We have recently welcomed Mr Matt Dawson, Orthopaedic Consultant, to Fulwood Hall Hospital.

Mr Dawson is one of the leading authorities on osteotomy surgery in the UK and Europe and performs a wide range of knee procedures including arthroscopy, femoral and tibial osteotomy, total and partial knee replacement, articular cartilage surgery,

single and multiple ligament reconstruction, patella realignment and stabilisation and a range of combined complex procedures for deformity and instability.

Mr Dawson has developed one of the largest UK practices in osteotomy with over 500 cases to date. In addition Matt currently chairs the European Osteotomy committee of the ESSKA Organisation.

PATIENT SATISFACTION

Following meetings with Lancashire County Council, plans have now been approved to provide enhanced parking at Fulwood Hall. Works will also commence soon which will see us create a new reception and waiting room area in an effort to further enhance our patient satisfaction.

BUSINESS DEVELOPMENT

Ramsay Health Care are now the largest provider of NHS elective services in the UK and during 2019 we will continue to work collaboratively within our healthcare communities to deliver outstanding models of care in partnership with our local stakeholders.

NEW OPS MANAGER



It gives me great pleasure to announce that following interview, Bev Prime, NHS Contract Support Manager and Hospital PA, has been appointed to the position of Operations Manager at Fulwood Hall Hospital.

Since joining Fulwood Hall in April 2013, Bev has made a significant contribution to the hospital in her role as Hospital PA.

Bev's role as Contract Support Manager has also been integral to maintaining the excellent relationships we have with the CCGs.

CQC RATES FULWOOD HALL HOSPITAL AS 'GOOD'



Following a recent un-announced visit by The Care Quality Commission (CQC), Fulwood Hall Hospital received an overall grade of 'Good' in its report published on 6th December 2018.

The rating of 'Good' was given following the inspection by the CQC in August this year. The hospital was rated 'Good' in domains including being effective, caring, responsive and well-led. During the inspection the CQC spoke to 55 different members of staff, together with 19 patients and visitors. The report states; 'We found areas of outstanding practice in surgery, outpatient and diagnostics care.'

Margaret-Ann Worrell, Hospital Director at Fulwood Hall Hospital said:

"I am absolutely delighted. This is a real credit to the entire team here at Fulwood Hall who are all so incredibly dedicated to providing exceptional patient care at all times. The whole team are always endeavouring to improve our patient's experience using feedback from patients and visitors."

When referring to the staff the report states: 'Staff were kind and showed compassion when caring for patients. They respected patients' dignity and took time to engage with and understand patients' individual circumstances.'

BUS SERVICE RE-INSTATED

As from 18th February the Longsands bus service has now been reinstated; this provides members of the local community with much needed access to our services as an NHS provider.

FULWOOD HALL OUR CHOSEN CHARITY



We have been raising money for the past year for North West Blood Bikes Lancs & Lakes and are thrilled that we have raised £2,159.54. Blood Bikes provides an out of hours motorcycle delivery service, which supports the NHS in saving lives.

Donations, such as ours, goes to help running this service and making such a difference to the lives of people within the area. Well done and thank you to everyone who has been involved in our fundraising throughout the year.

SPEAKING UP FOR SAFETY

Our journey to outstanding - Speaking Up for Safety™ Programme launched.

Ramsay Healthcare has launched the Speaking Up for Safety™ (SUFS) programme in partnership with the Cognitive Institute. We are the first hospital group in the UK to launch this initiative taking the lead from our global colleagues in the wider Ramsay Health Care group.

What is Speaking Up for Safety™ (SUFS)?

SUFS is an initiative which encourages and empowers staff to challenge anyone, including senior colleagues, who may be putting patients at risk with their behaviour. This progressive approach builds on our core value of 'People Caring for People' which our founder Paul Ramsay created and is embedded throughout our organisation.



PRIVATE PATIENT PLEDGE

"Our new private patient pledge is built around you."

Our new magnificent private patient pledge was launched at the end of January 2019. The National Campaign Your Healthcare in Your Hands (private patient pledge) Leaflets are available.

Below are our private patient pledges:



CHOICE OF CONSULTANT**	NO CANCELLATIONS*	APPOINTMENTS TO SUIT YOU	0% FINANCE	NO WAITING LISTS	TOTAL CARE

**Choice of consultant subject to availability. For more information please visit ramsayhealth.co.uk/termsandconditions

*Cancellations or delays in your treatment can occur for clinical reasons; these will be discussed with you as part of your ongoing care pathway.