

Committed to excellence

Working together

Facing the future



Frimley Health
NHS Foundation Trust

The New Heatherwood



The Heatherwood legacy

- A century of services -Heatherwood Hospital's first patients in 1922
- Originally used for war veterans' children who suffered from surgical tuberculosis
- Had 136 beds, its own school and vegetable garden. Length of stay > 1 year!



The current Heatherwood

- Outpatients, diagnostic, elective care for inpatients and day surgery patients
- Fantastic team – ‘Good’ rating
- Valued by patients and community



The need to modernise

- Real estate in very poor state
- Not economical to restore
- Not set up for efficient and modern care



The New Heatherwood Hospital

- **100 year legacy – The need to modernise**
- **Heatherwood – The future of planned care**
- **Designed for efficiency**
- **Services**
- **Benefits**
- **Caring for the environment, patients and staff**
- **Costs**
- **Opening**

The future of planned care

- One of the best planned care facilities in the NHS serving residents across Berkshire, Surrey and Hampshire
- Designed to deliver planned care more efficiently and in a much-improved patient environment, built for modern needs.
- A major asset to the region that reflects Frimley Health's vision to be a leader in health and wellbeing, delivering exceptional services to its local communities



Contemporary, modern design



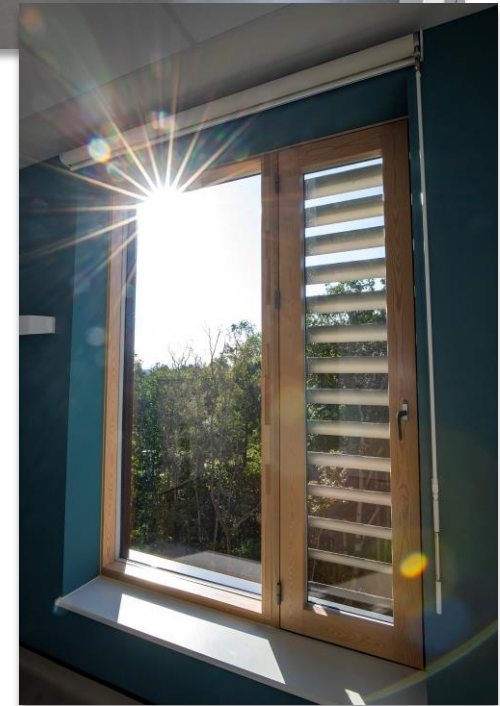
The future of planned care

- The latest technology and innovation to provide the best treatments and experience
- Innovative design focuses on patient and staff wellbeing, by maximising the views and access to the hospital's stunning natural setting



Designed for efficiency

- Care for NHS and private patients
- Six state of the art operating theatres
 - Two procedure rooms one of which dedicated to lithotripsy
- 38 in patient beds of which 18 are en suite
- 22 day case pods
- 24 Outpatient, procedure and treatment rooms
- Two endoscopy rooms
- Radiology: MRI, CT, X Ray, Ultrasound (5), Mammography
- A new primary care hub / GP clinic (Greenwood)
- Private patient facilities with consulting rooms, procedure room and 10 beds



Services

Procedures

- Lithotripsy
- Plastics
- Ophthalmology
- Orthopaedics
- Hysteroscopy and cystoscopy

Diagnostics

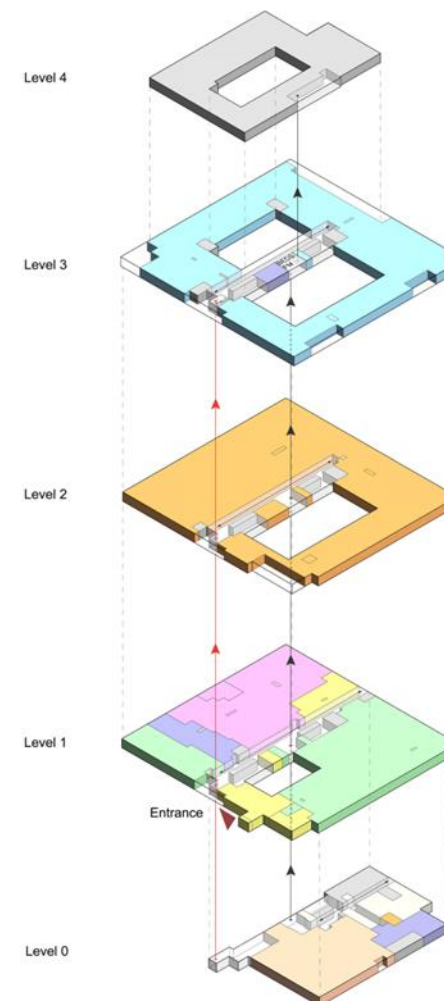
- Endoscopy
- Cardiology
- Radiology facilities - CT, mammography, MRI, X Ray and ultrasound

Outpatient appointments

- Gynaecology
- Medicine (including cardiology)
- Ophthalmology
- Oral Surgery / ENT
- Orthodontics
- Orthopaedics
- Physiotherapy
- Phlebotomy
- Private patients
- Urology

Layout

Level	Department
Level 4	Plant room - roof
Level 3	Inpatient Unit: NHS and Private inpatients Therapies support : Physio and Occupational
Level 2	Theatre floor: 6 Laminar flow Operating theatres plus 2 procedure rooms 10 1 st stage recovery spaces 22 Day Surgery spaces Pre-op/Pre-Assessment
Level 1	Main entrance incorporating Café, security office and porters lodge Outpatients: Consultation/examination rooms for both NHS and Private Patients including minor operations facilities (2 procedure rooms for NHS and 1 for Private Patients) Maxfac/Orthodontics & ENT Radiology including MRI, CT, Ultrasound, Mammography and plain film Phlebotomy and Specimen reception
Level 0	Endoscopy, Catering, Goods Receipt, Housekeeping, CSSD, Estates, Facilities Management Yard



Benefits

- Completely elective facility will continue operating all year round
- Care and support in state-of-the-art theatres, wards and clinics
- Patients can see the right specialist, in the right place and get the best possible outcomes
- Dedicated planned care facility – Reduced waiting times
- More procedures carried out as day cases
- Patients seen and treated more quickly for routine procedures

Caring for the environment, staff and patients

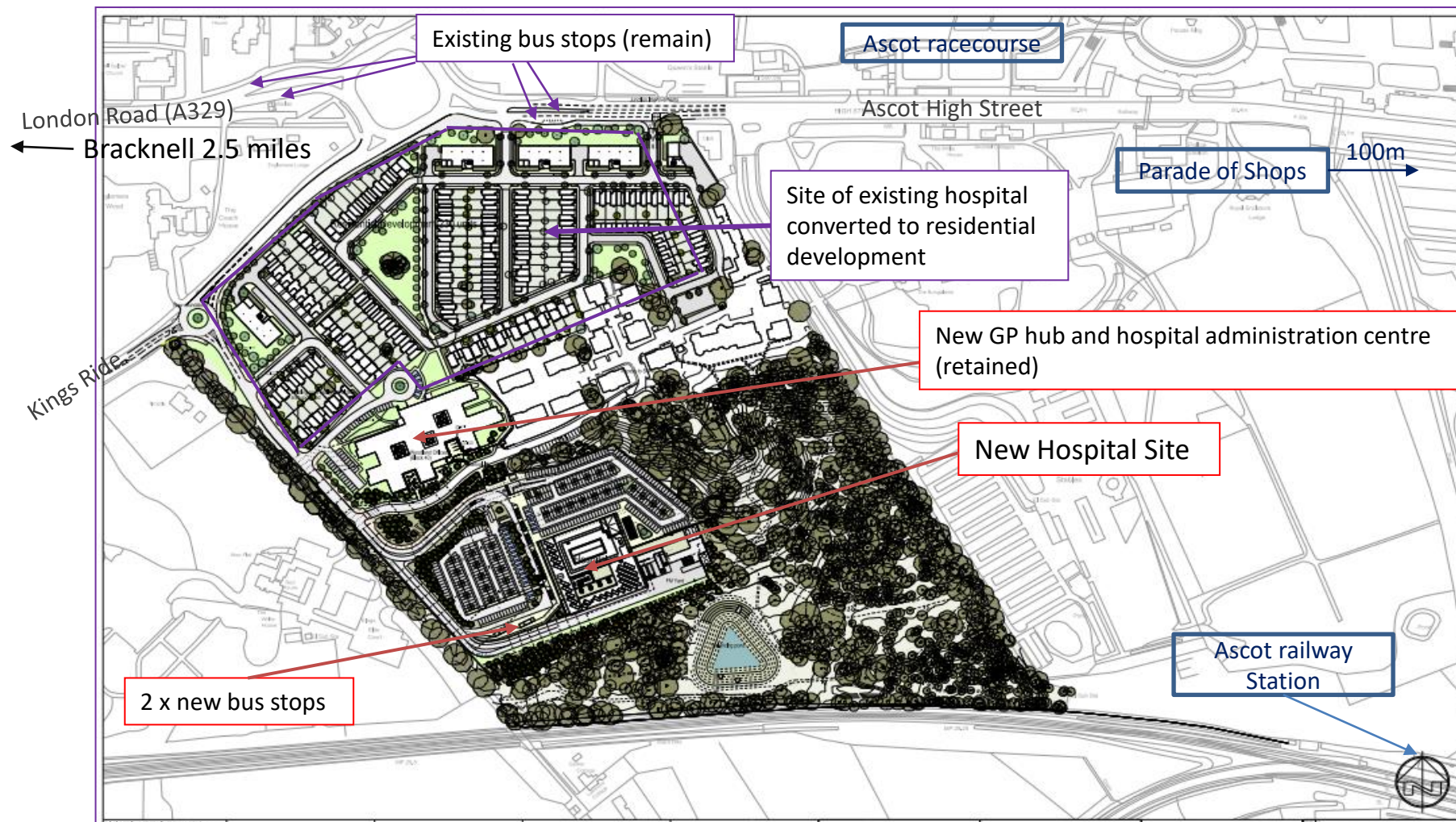
Sustainable building with living roof, pond and woodland, solar panels on the roof

Sustainable travel plan including:

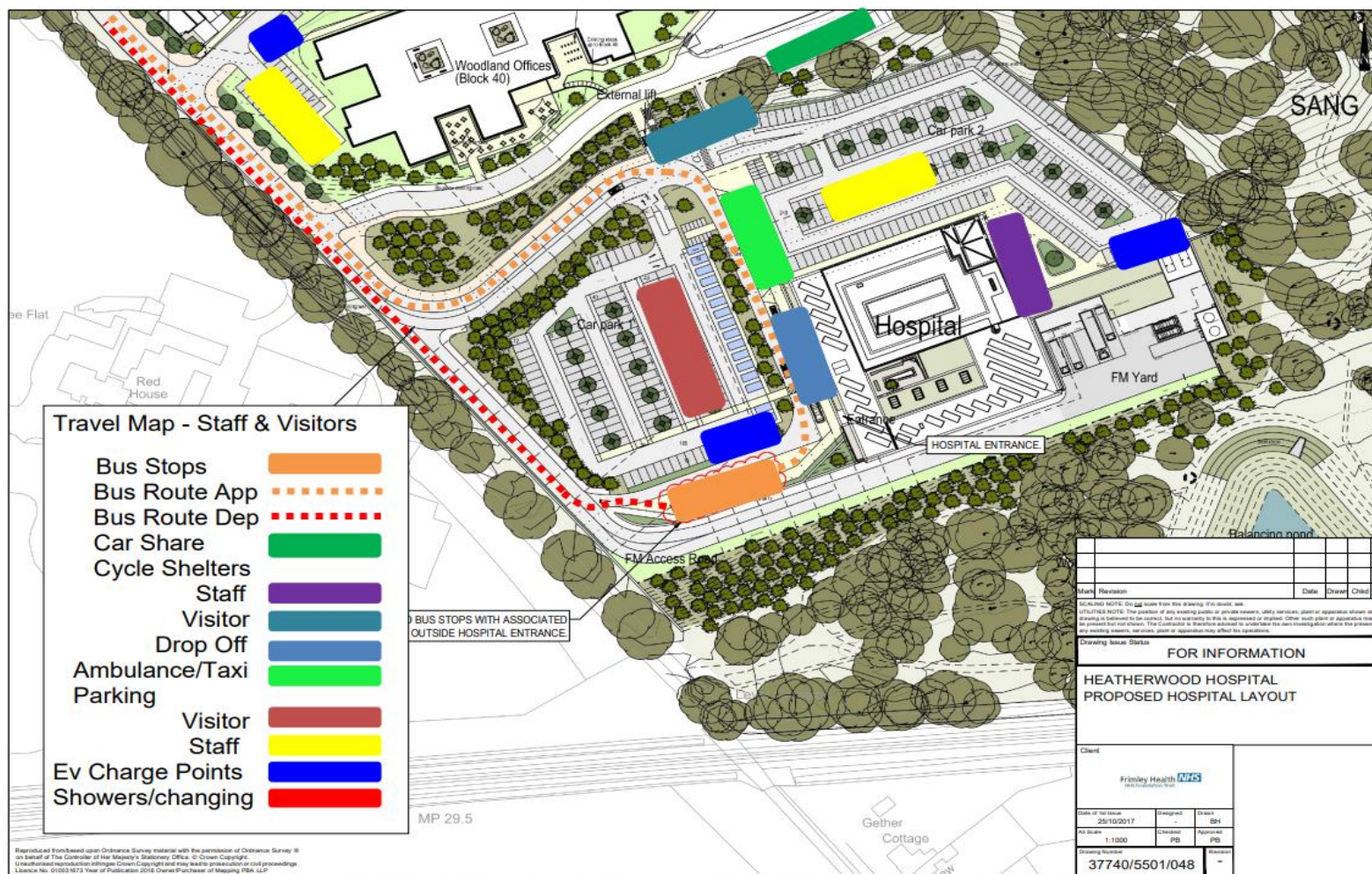
- Public transport – buses coming onto new site
- Disabled parking
- Maximum parking within planning confines
- Electric vehicle charging points



The Geography



Travel facilities and access



New GP Hub

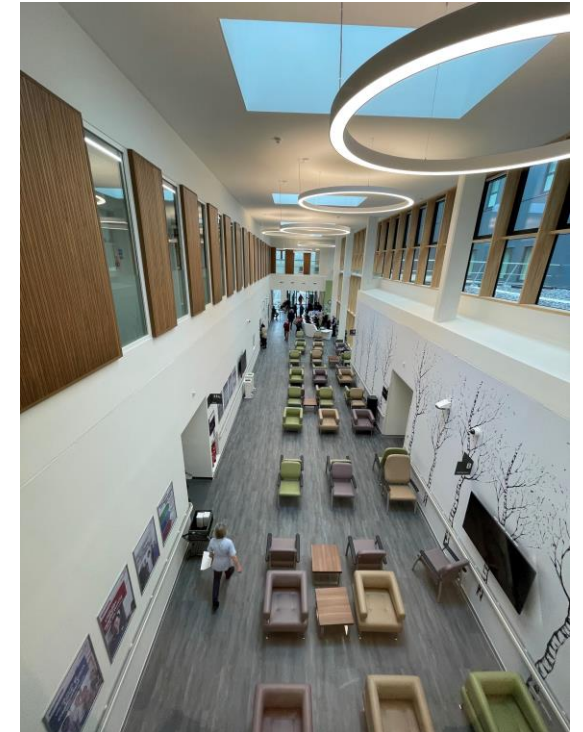


- A purpose-built GP hub housing two local practices opened on the site June 2021
- Opportunity to collaborate with our partners in primary care

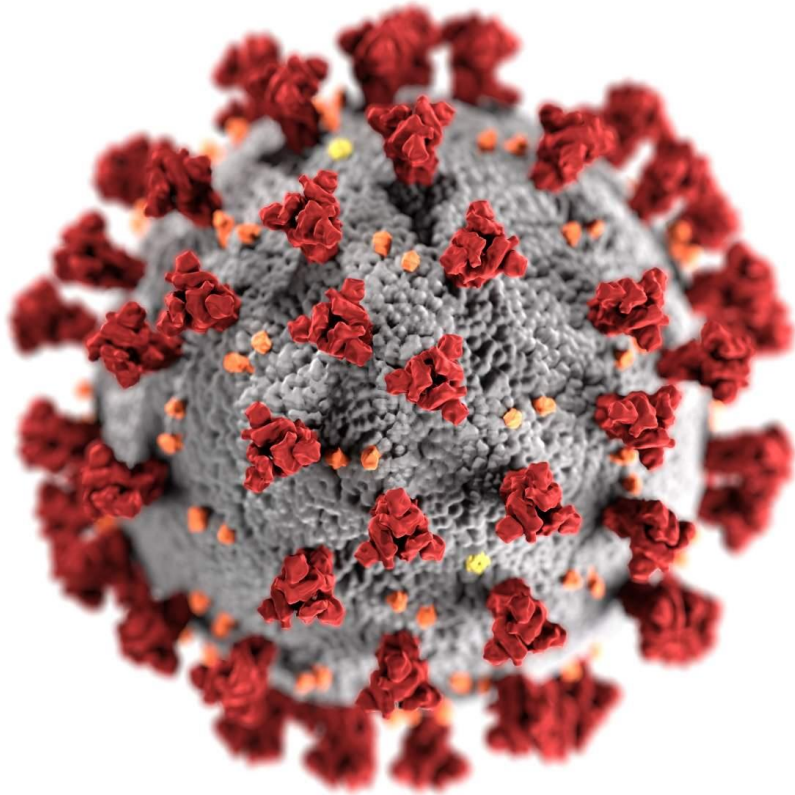


The doors opened to patients on 28 March 2022

- The building was officially handed over in December 2021
- New equipment and furnishings with some equipment transferred over
- New electronic patient record system, Epic, will be implemented in June
- Tremendous achievement to deliver on such a major project in the midst of a global pandemic



Heatherwood review



- Impact of covid on waiting lists
- Need for elective activity in a Covid-secure environment
- Waiting lists and elective recovery plan
- Opportunity to consolidate some services
- Traditional 'winter pressures'
- National focus on orthopaedics and ophthalmology
- Opportunity to maximise benefits of Heatherwood

Heatherwood plans for the next 12 months

- Increase ophthalmology, specifically cataracts
- Create one-stop pathways for prostate cancer
- Create a hub / centre of excellence for lithotripsy
- Create gynaecology ambulatory pathways
- Continue to provide gynaecological screening
- Move planned orthopaedic surgery from Frimley Park Hospital (outpatients to stay at Frimley)
- Move some services from Heatherwood Hospital to enable the above improvements

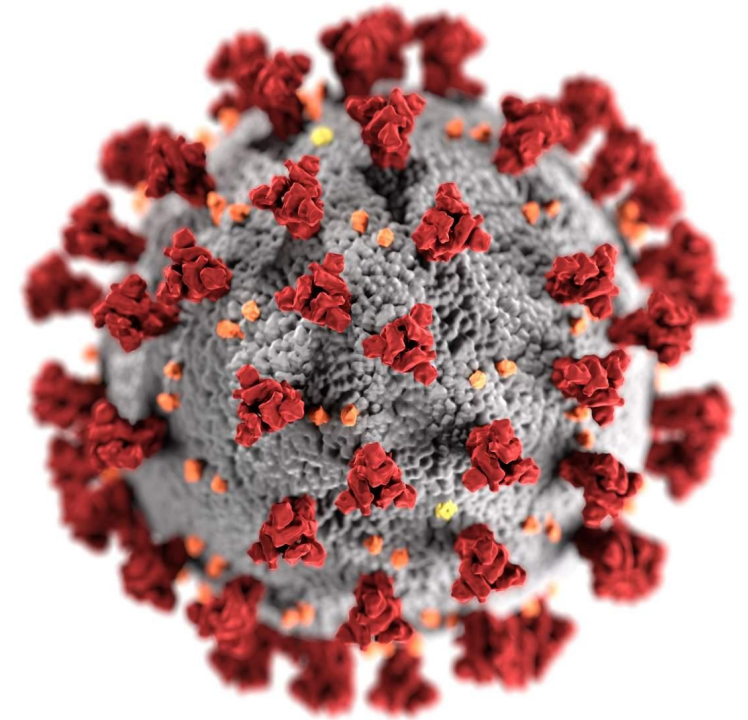


With ongoing review through patient engagement

Impact

Hard to be exact about the number of patients likely to be affected because:

- Two years of referrals impacted by covid
- Significantly increased use of virtual appointments
- Introduction of patient initiated follow up
- Additional short-term face to face appointments
- One-stop shop pathways reducing the number of visits a patient has to make
- Get it Right First Time (GIRFT) improvements



For Bracknell Forest residents – new and improved services

Ophthalmology

- New, additional service at Heatherwood focusing on cataracts

Lithotripsy

- Hub/centre of excellence in outpatient setting

Mammography

- New additional service

Endoscopy

- Additional suite

Gynae (including screening)

- Centralised in Heatherwood with review in 12 months
- Better setting with one-off, single visit appointments ('one stop shop')

Urology

- Still at Heatherwood but with new one-stop prostate pathway (and plans for a second one-stop service at Frimley)

For Bracknell Forest residents – patient pathway changes

Orthopaedics

- Most routine elective surgery currently carried out at Frimley Park will now be at Heatherwood
- Outpatient appointments continue in their current locations and
- Trauma and complex surgery will remain at Frimley Park and Wexham Park

General surgery

- Consolidated at Wexham Park and Frimley Park to enable specialism of orthopaedics, ophthalmology, urology and gynaecology at Heatherwood

General surgery outpatients

- Most will be incorporated into current alternative locations

Medical outpatients

- Fewer appointments at Heatherwood
- Will be focused on local patients
- Approx 30% of BF appointments will still be at Heatherwood
- Patient choice of alternative locations

Paediatric outpatients

- Moving to Bracknell (subject to planning permission application at Brants Bridge)

Engagement plans

- Building on existing engagement
- Engaging with recent and current patients to understand:
 - potential impact of the changes
 - how to minimise any negative impact
 - how to maximise improvements to patient experience
- Ongoing engagement with patients over the next 12 months to monitor impact and adjust as necessary wherever possible
- Updating stakeholders
- All local Healthwatch supportive of engagement plans and have agreed to help
- Arrangements already made for buses to come directly to the new hospital

How you can help

- Raise awareness of the new facilities
- Support the need for the changes
- Feedback about impact and opportunities
- Help us to find solutions to any difficulties

