

# 15

# years at the Friarage Hospital

It has been 15 years since the Friarage Hospital became an integral part of South Tees Hospitals NHS Foundation Trust. During that time we have been working with GPs and our commissioners, Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG), to bring in many new skills and services which offer more locally delivered care for many patients.

As one of the smallest hospitals in the country, the Friarage has faced its challenges and, at times, has had to adapt as healthcare has changed.

However we remain strongly committed to the delivery of clinically safe and sustainable services to the people of Hambleton, Richmondshire, Whitby and the surrounding area from our Friarage site.



## Awards and achievements

**2004**

Building work starts on our £21million redevelopment of the Friarage site.



**2006**

Trust named best performer in the country in Dr Foster Good Hospital Guide Awards.

**2012**

A special parade is held to celebrate the hospital's links with the military and to honour service personnel with Queen Elizabeth Diamond Jubilee medals.



**2007**

Trust is named Acute Healthcare Organisation of the Year in the HSJ Awards.

**2007**

Royal Visit. The Countess of Wessex officially opens the new ward block at the Friarage Hospital and meets patients and staff.



**2013/14**

Brendan Ruddy and the Friarage estates and facilities team win Yorkshire Water's Taking Responsibility for Business Awards 2013/14 in the health and safety award - safe water section.

**2014**

The hotel services team win two Association of Healthcare Cleaning Professionals (AHCP) 2014 awards - working in partnership and supervisor team of the year.

**2014**

Continence specialist nurse Michelle Payne is awarded the title of Queen's Nurse.

**2017**

The combined medical and surgical assessment unit at the Friarage Hospital which has reduced admissions to surgical wards is shortlisted in the acute service redesign category in the HSJ's annual Value in Healthcare Awards.



**2014**

Dr Kumar Das, Associate Specialist in Orthopaedics at the Friarage Hospital is awarded an MBE in the Queen's Birthday Honours.

**2017**

The Friends of the Friarage Hospital mark the start of their Diamond Jubilee year having raised in excess of £5million for the Friarage Hospital and local community.



## Looking to the future...

**This summer (2017), work began on The Sir Robert Ogden Macmillan Centre - our multi-million pound cancer redevelopment in partnership with Macmillan Cancer Support.**

The new building will provide a spacious, state-of-the-art facility on the Friarage site for people living with cancer and the Trust has contributed just under £3million towards the enabling works.

North Yorkshire-based philanthropist Sir Robert Ogden is also funding the project with Macmillan - his third similar project in partnership with the charity

The building will include:

- A chemotherapy treatment lounge with capacity to treat up to 35 patients a day
- Complementary therapy facilities
- Treatment and consulting rooms
- A Macmillan cancer information and support centre
- Supporting accommodation (including telemedicine facilities)

We are excited to be working with Macmillan to build this fantastic facility at the Friarage and this centre will enable us to further enhance our delivery of leading edge cancer services closer to the population we serve.

This project, along with our new MRI scanner which started to scan patients in April 2017, and other recent service developments such as the introduction of new lung surgery services at the hospital, further demonstrate our long-term commitment to the hospital.

## Investment in the estate



**The Trust has invested more than £40million into the Friarage estate over the last 15 years including major schemes such as the redevelopment of the new ward block and essential infrastructure including a new £3.5million energy centre.**

But it's not just bricks and mortar... last year we spent almost £1.4million on new equipment in endoscopy, our orthopaedic and cardiothoracic theatres and radiology for our clinical teams.

We would also like to thank the Friends of the Friarage, South Tees Hospitals Charity and countless other fundraisers who have not only supported the recent MRI Scanner Appeal but other clinical services across the hospital. Your generosity over the years continues to have an impact on someone's life every single day - from major donations to the smaller things that can make a huge difference to patients and staff.

# 15 years at the Friarage

**NHS**  
South Tees Hospitals  
NHS Foundation Trust



# 15 years at the Friarage Hospital

# Service Developments & Improvements

## Our services

## Partnership working for our local communities

### Acute services

- A&E
- Clinical Decisions Unit
- Supported by an Ambulatory Care Unit
- 2 Medical Wards
- 2 Surgical Wards
- Midwifery Led Unit
- Critical Care Unit and Treatment
- Short Stay Paediatric Assessment Unit
- Day Case Surgery (Adult and Children)
- Dental Services

### Diagnostic services

- Chemotherapy Unit
- Endoscopy Suite
- Haematology Outreach Services
- Outpatient Clinics
- Radiology (X-ray, MRI Scanning)

### Support services

- Theatres
- Stroke Rehabilitation Ward (Rutson)
- Physiotherapy
- Pharmacy
- Speech and Language Therapy
- Pathology
- Sterile Services Department

The Friarage Hospital continues to be of significant importance to both the Trust and Hambleton, Richmondshire and Whitby Clinical Commissioning Group (CCG). The CCG have funded a number of developments over the years that support our joint vision of improving clinical services and providing care closer to home, including

- Investment in community nurses, therapists and fast response team workers to support admission avoidance and facilitate timely discharge
- Reviewing the medical workforce model, investing in acute physicians and developing the role of the 'GP hospitalist' proof of concept project
- Securing resource and sign up for consultants 'on call' to have remote working and video conferencing, which in turn reduces the needs for patients having to travel between hospital sites
- Continuing to develop community integrated care teams across health and social care
- Investing in the ambulatory care and OHPAT (outpatient and home parenteral antimicrobial treatment) unit - an innovative service which allows emergency patients, who would usually have to stay in hospital, to be treated as outpatients - or even in their own homes
- Providing additional winter funding to support consultant weekend working
- Strengthening third sector partnerships, including working with Age UK to support elderly patients being discharged home from hospital
- Piloting multi-professional "one stop shop" Geriatric Comprehensive Assessment Clinics at the Friarage and Friary Hospitals, which aim to prevent avoidable admissions of the frail elderly through proactive assessment and care planning.

A number of new clinics have also been developed most recently including children's optometry, gastroenterology and audiology, as well as strengthening the model of urgent and emergency care by integrating services so patients can be seen at the right place, at the right time by the most appropriate people.

Access to defibrillators across Hambleton, Richmondshire and Whitby areas has also increased significantly over the last two years, with over 80 defibrillators now installed in rural areas, which means when someone suffers a cardiac arrest out of hospital, their chances of survival are hugely increased.



### Nov 2004 - Jul 2006

£21million redevelopment at the Friarage Hospital.

### May 2008

Introduction of laser treatment for stones in the urinary tract and certain type of tumours in the kidney and ureter which has increased the range or urology procedures.

### Jun 2009

New cardiology unit opens at the Friarage Hospital. Since this time the cardiology team has expanded to include physiologists, specialist nurses and clinical support workers.

### Nov 2009

First in the North East of England to offer advanced treatment for patients having prostate & kidney surgery, after a £153,000 donation from the Friends of the Friarage for a 100 watt Holmium laser.

### Feb 2010

A&E refurbishment opened by MP William Hague.

### Aug 2011

Anaesthetics staff begin to use one of the most advanced anaesthetic ultrasound machines on the market to perform ultrasound-guided regional anaesthesia.

### Oct 2011

Introduction of state-of-the-art diagnostic flexible cystoscopy and ureteroscopy service using digital scopes - providing higher quality images and improving diagnostic procedures for bladder cancer patients and patients undergoing investigations.

### 2011

Development of an integrated heart failure service which includes in-hospital review for patients before discharge.

### 2012

Community rapid access and arrhythmia service established, which ensures rapid access and triage of patients.

### 2012

Open access echocardiography service - over 1,000 patients have been scanned.

### Jul 2013

£2million Scanner Appeal is launched at Friarage Hospital

### Dec 2013

Specialist critical care outreach team is set up to support clinical staff in managing acutely ill patients in hospital.

### Feb 2015

Weekly clinics for frail elderly people in Hambleton and Richmondshire are introduced at the Friarage Hospital and the Friary Community Hospital.

### Apr 2015

The midwife-led maternity centre is praised by UNICEF's UK baby friendly initiative for the promotion of breastfeeding, with the centre meeting all the criteria relating to Stage 3 accreditation.

### Nov 2015

MP Rishi Sunak officially opens the new ambulatory care and OHPAT - outpatient and home parenteral antimicrobial treatment - unit which provides rapid diagnostics and treatment for people who need urgent assessment and care.

### Feb 2016

The endoscopy unit is awarded JAG accreditation, a national award to endoscopy departments able to demonstrate a safe, patient centred and efficient service.

### May 2016

Introduction of new wireless technology, which remotely monitors patients on home therapy who suffer from obstructive sleep apnoea, has helped them enjoy better sleep and take more control of their own treatment.

### Jul 2016

A service where elderly leukaemia patients are able to receive life-enhancing chemotherapy treatment in the comfort of their own homes wins third prize in the Service Improvement Category in the Bright Ideas in Health Awards.

### Sep 2016

Sir Ian Botham opens the simulation suite at the Friarage Hospital to help train doctors and nurses of the future.

### Nov 2016

Investment in lung surgery services at the Friarage - initially benefiting 150 patients a year.

### March 2017

MRI Scanner arrives at the Friarage Hospital (first patients scanned April 2017) after a fundraising campaign by South Tees Hospitals Charity in partnership with Friends of the Friarage.

