



Spring 2023 Newsletter for Patients and Visitors

Dear friends

We see signs of new life all around us in nature and it reminds me how fortunate we are to occupy such a lovely site. I hope that a great many of you will have opportunities to enjoy time in the great outdoors whether in our courtyard and on the terrace, in the Tree House or on the woodland trail or out and about on one of the trips in the minibus.

What a relief for us all to have a little more freedom after the anxiety and restriction imposed on us all by the pandemic. We are not letting our guard down too far, knowing only too well how many vulnerable people there are in the Hospital. Thank you to everyone, staff and visitors for taking so much care to test, mask up and keep social distancing as far as possible. We will reintroduce such measures if we see signs of infection rates increasing again but at present we are just being vigilant.

After several months of having empty beds, we are pleased to welcome a few new patients and we hope they are feeling comfortable in their surroundings and among our people. We had hoped by now to have two additional rooms to increase our capacity to 42 beds. We found a few additional jobs were needed and now they are sorted we are testing the facilities to ensure that the rooms will work well for those who occupy them as patients as well as the staff who will be working in them.

I am aware there have been a few questions about replacing senior managers who have left in the last six months. We have started defining what we need to take the Hospital forward and hope to start active recruitment soon. In the meantime, I will continue to fulfil the role of interim Chief Executive to the best of my ability. Although my circumstances do not allow me to be in the Hospital full-time, nonetheless I am closely in touch at home and have been hugely supported by management colleagues who I know are about in the Hospital on a regular basis. Please make contact with any of us if you have things you wish to tell us about our services.

On this subject, it is approaching the time when we issue our annual patient satisfaction questionnaire. We hope to have another high response rate as we have in past years. We take careful note of all feedback and we will issue a report to everyone at Holy Cross as well as to partners such as the Care Quality Commission and NHS commissioners. Feedback is such a valuable way to learn as well as being reassuring to the staff generally when the people tell us the service is appreciated. Thank you for any help you can give us in this way.

I know that there will be special celebrations in the next few weeks with Easter being quickly followed by the King's Coronation. I hope everyone will enjoy the occasions in whatever way suits them best. Events such as these do so much to make Holy Cross a truly supportive community.

Yours sincerely

Christopher Hinton
Interim Chief Executive