

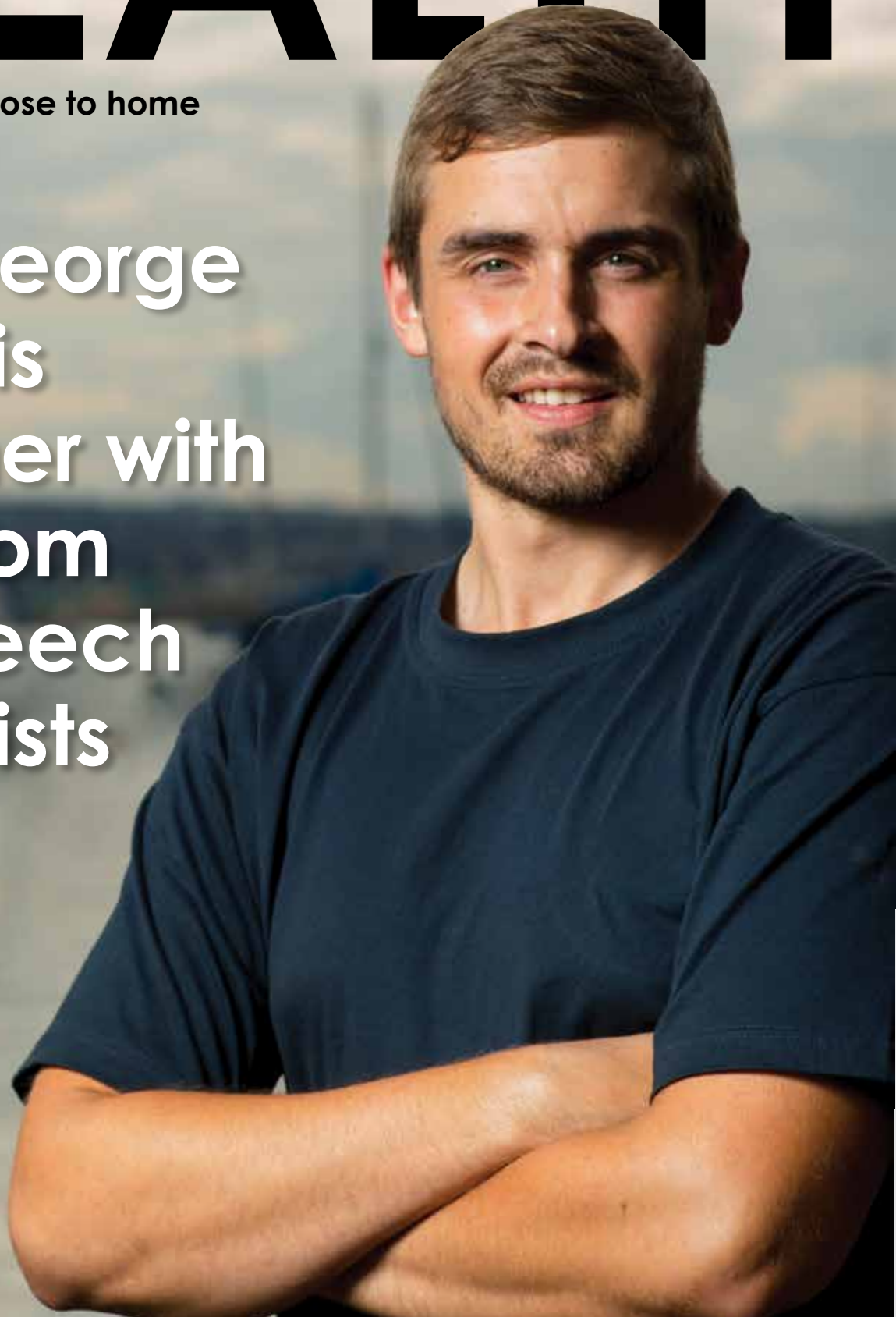
Community

HEALTH

Caring for you, close to home

Autumn 2015

How George
beat his
stammer with
help from
our speech
therapists



welcome



Welcome to the
autumn Community
Health magazine.

Kent Community Health **NHS**
NHS Foundation Trust

This is made by Kent
Community Health NHS
Foundation Trust.



We make this magazine
4 times a year. It is free.

We hope you enjoy it.
Best wishes,

Julia

Julia Rogers, Editor

Phone 01622 211946

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CHANGE Pictures.

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Kent ME16 9NT

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/KentCommunityHealth



@NHSKentCHFT

3 things

to do
this month

1. Get a Big Thanet Health Check



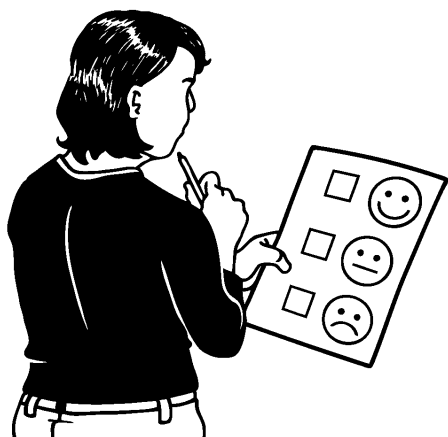
Our Live Well, Live Longer team may be able to give you a health check. They will be in pharmacies, supermarkets and GP surgeries in Margate, Broadstairs and Ramsgate. They will be there at the beginning of November. Visit www.kenthealthandwellbeing.nhs.uk to find out more.



2. Check your breasts

It's Breast Cancer Awareness Month in October so remember to check your breasts. You should check them every month. If you don't know how to check them or if you think something is wrong speak to your doctor.

3. Give us feedback



If you have had treatment from us, fill in one of our online surveys to tell us what you think.

Visit www.kentcht.nhs.uk/home/talk-to-us



Your SHOUT



We love hearing
what you think.



Facebook fans

Find us at /KentCommunityHealth

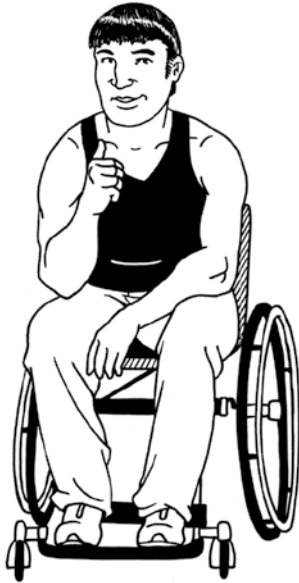
We had a great time at the Kent County Show in July. Hundreds of people visited our tent over the weekend.





Top tweets

Follow us on Twitter @NHSKentCHFT



Katy Styles tweeted:

“Thank you @NHSKentCHFT for our magazines and note.

Today launch of #rightwheelchair so article very timely @mndaassoc”



Watch this...

We've made a new film about our Chronic Pain Service. They help people who are in pain cope with daily life.



Search **Kent Community Health** on YouTube to find our videos.

Tell us what you think...

Talk to our Customer Care Team by:



Phone 0300 123 1807



Text 07943 091958



Email kcht.cct@nhs.net



Circle

of TRUST



Our Children's Home-based Short Breaks Team offers short-term care to families who have a child with a serious health problem.

Here are stories about 3 families getting support and care from this brilliant team.



Alex Moss



The 8-year-old boy from Deal feels happy in the water. He does not need his wheelchair. He feels safe with Frankie O'Neill from the short breaks team.



Alex said, "My legs don't work properly so I can't walk or stand up. I like being in the pool because it's fun and it helps my muscles to move. "



Support worker Frankie said, "I've known Alex since he was 2 or 3 so we know each other very well. I used to take him to the park or just play with him at home so that his mum Kayleigh could do other things."



Mum Kayleigh said, "The weekly short breaks provided by the NHS let me have some time for myself. I usually go to the gym so I can keep fit and active."



Alex's swimming lessons have stopped. He is now busy planning what activities he and Frankie can do together. He said, "I want to learn how to cook. Frankie is going to teach me how to make pancakes"

Oakley Langran



Oakley with his mum.



Oakley has a health condition that not many children have. He cannot eat or drink.



Oakley has to have lots of doctors' appointments which means mum Charlie doesn't get a break. This is where the short-breaks team help.



Oakley with Rachel.

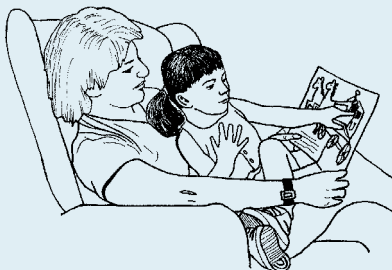
Rachel, a support worker, comes in once a week to look after Oakley. Charlie said, "Having a break every few days from the daily routine really does mean the world to me. I become Oakley's mum again, not just his carer."



When Margot Miller is about to have a fit her dad gets a warning from dog Tilly. "She just comes and gets me," said Alex from Folkestone.



Margot was born with lots of different conditions. She is unable to walk, talk or see. Nicky from the short-breaks team comes to help the family.



Margot knows when Nicky is there as she brightens up. Nicky does light stimulation activities and reads to Margot.



This means Alex and the rest of the family can do the shopping or go to the beach. Alex said, "We couldn't do it without them."

Hello, my name is George



When George was a boy there were things he wanted to say but he couldn't. This is because George has a stammer.



George didn't let it upset him though. He had lots of friends and was really good at sports.





When George left school he started work. This is when it became a problem. He didn't like talking to people and having to say his name. He felt embarrassed that he stuttered.

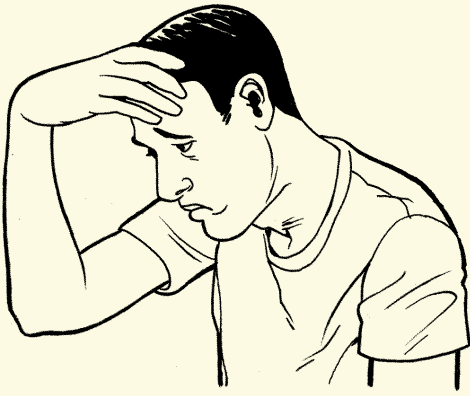


George used to ask his mum to make phone calls for him so he didn't have to speak to anyone.

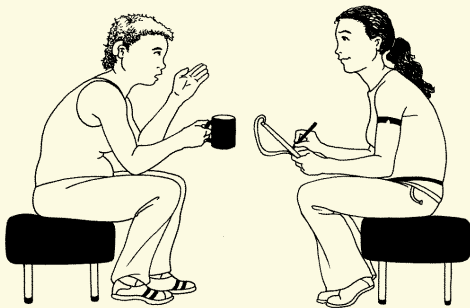


George didn't want to talk about his speech problem but his mum made an appointment with the speech and language therapy team.

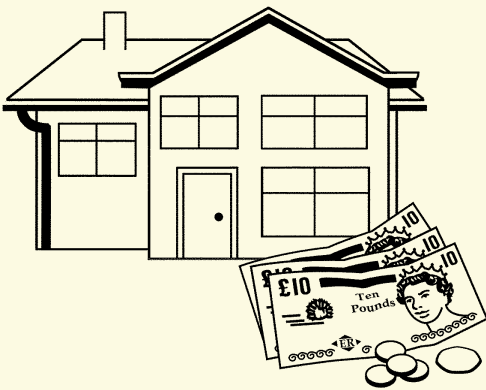
This is when George met Adele Pile. Adele has been a speech and language therapist for more than 30 years.



George said his first appointment was pretty scary. He had to talk about his speech problem and he really didn't want to.



At each appointment Adele and George spoke about the things that made his stammer worse. They also talked about how to communicate with people by making eye contact and facial expressions.



George decided to buy a house.



He knew this would mean a lot of talking on the phone and he wasn't going to ask his mum or dad for help! Adele taught him a trick to help with his stammer.



George practised every day.
He said, "No one ever laughed at me or asked what was wrong with me. That was a surprise!"



George is more confident now and doesn't need to use the trick all the time. He said, "When I am relaxed and with my friends I just talk normally and if I stammer, so what. I'm OK with saying, 'My name is Ggeeoorgge'."

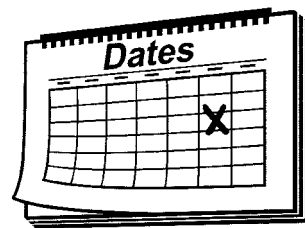
George needs to pass a spoken exam for his job he said, "I now know that I can do it!"



Need our help?

Visit www.kentcht.nhs.uk/speech to find out more or speak to your doctor.

Looking back

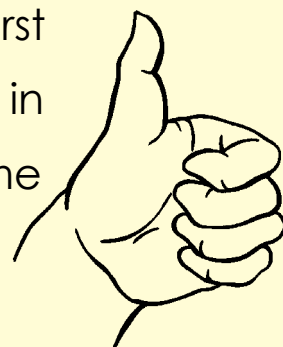


Here are some things we
have done in the last year.
We have been really busy!

We delivered
more than 70 services
with our budget of
£237million.



We were the only NHS trust
in the county to get
a **GOOD** rating
from the Care Quality
Commission (CQC).
We were one of the first
NHS community trusts in
the country to become
a foundation trust.



We were in touch with our patients
more than **3 million times.**



**Thank
You!**

Thank you to our patients
for keeping to their
appointments.

Only 1.2% of patients
didn't attend.

We employed **5,500**
members of staff. We beat
our targets for training staff
and cut time taken off for
sickness. We are working
hard to get
more staff.



By the
end of the year,
10,950
people were
members of
our Trust.



We now have more
than **340** health
visitors supporting
families to give their
children the best
start in life.



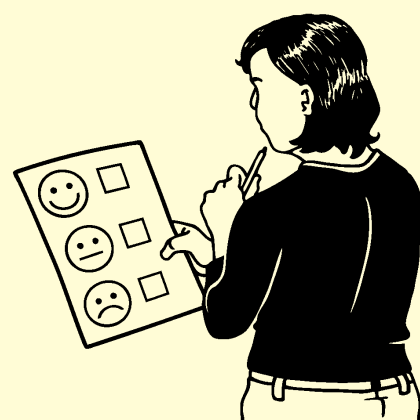
Improving care in our hospitals...

- **99%** of people waited less than **4 hours** in our minor injury units (MIUs)
- **97%** of patients would recommend the MIU service to friends and family
- Patients spend less time in our community hospitals before they can go home
- Thanks to our care **15,000** people avoided having to go to hospital at all.



Improving your health and wellbeing...

- More than **45,000** people had a health check.
- Our health trainers saw more than **2,000** new people. They helped to keep them healthy.
- We helped **4,499** people quit smoking last year.



60,000

surveys were completed.

96% of our patients were happy with the care they received.

We want to hear your experiences of health & social care services.

We use your experience to help
improve services for the future.



Call us for free on 0808 801 0102 or email info@healthwatchkent.co.uk

Text 07525 861 639. Text 'Need BSL' for our British Sign Language Interpreter to contact you

Visit our website www.healthwatchkent.co.uk

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Your guide to **COMMUNITY SERVICES**



We have lots of NHS services in Kent.
These are called community services.



You **don't** have to see your doctor (GP)
first to visit some of them.



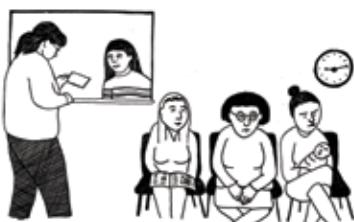
Visit www.kentcht.nhs.uk to find out
more about our services.



You don't need an appointment to go to
one of our minor injury units (MIUs) for cuts,
bruises, pains, common illnesses or
possibly broken bones.



We have 7 MIUs across Kent. They are open
every day, from morning to early evening.



People who are very sick will be seen first.
The wait at an MIU can be up to 2 hours but
you will probably be seen quicker.

Edenbridge District and War Memorial Hospital, Mill Hill TN8 5DA

8.30am to 6.30pm, every day of the year.

X-ray: 9am to 2.30pm, Monday to Friday.

Royal Victoria Hospital, Radnor Park Avenue, Folkestone CT19 5BN

8am to 8pm, every day of the year.

X-ray: 9am to 5pm, Monday to Friday.

Gravesham Community Hospital, Bath Street, Gravesend DA11 0DG

8am to 8pm, every day of the year.

X-ray: 8.30am to 8pm, Mon to Tues; 8.30am to 5pm, Wed to Fri
and 10am to 4pm, Sat and Sun.

Sevenoaks Hospital, Hospital Road TN13 3PG

8am to 8pm, every day of the year.

X-ray: 8.45am to 5pm, Monday to Friday.

Sheppey Community Hospital, Plover Road, Minster ME12 3LT

9am to 9pm, every day of the year.

X-ray: 9am to 5pm, Monday to Friday.

Sittingbourne Memorial Hospital, Bell Road ME10 4DT

9am to 9pm, every day of the year.

X-ray: 9am to 9pm, Mon to Fri and 10am to 8pm, Sat to Sun.

Victoria Hospital, London Road, Deal CT14 9UA

8am to 8pm, every day of the year.

X-ray: 9am to 5pm, Monday to Friday.

There are other MIUs in Dover, Faversham and Whitstable.

Living with a chronic lung condition?

Our pulmonary rehabilitation programme is now available in Dartford, Gravesham and Swanley.

COUGH
COUGH

WHEEEEEEZE

We know that living with a lung condition, like COPD, can be scary.

But our eight-week exercise and education programme in a venue near you can help get your lungs in better shape and make everyday tasks that little bit easier.

Ask your GP or health professional for a referral.

To find out more visit
www.kentchnhs.uk/pulmonaryrehab

Available in east Kent, Dartford, Gravesham and Swanley.