

Community

HEALTH

Caring for you, close to home

Summer 2017

Macy's Miracle

This little girl
beat ADHD





Kent Community Health
NHS Foundation Trust

**READY TO GET
MORE ACTIVE?
WE CAN HELP YOU.**

**ONE
YOU**

**PHONE 0300 123 1220
WWW.ONEYOUKENT.ORG.UK**

Hello!



This magazine is made by Kent Community Health NHS Foundation Trust.



The magazine is full of stories about people we have helped. It has information about our NHS services and how you can contact us or get involved.



We hope you like it.



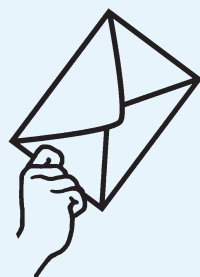
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Our base

KCHFT NHS,
The Oast, Hermitage
Court, Barming,
Maidstone,
Kent ME16 9NT



01622 211940

The team

Editor Fay Sinclair

Designer

Julie Bignell

Created by

Charlotte Morgan using
CHANGE and stock images.

Adapted from the full edition of Community Health. Available online.

OUR NEWS



We are reminding everyone to keep their hands clean.

It stops germs from spreading.



We are helping people in hospital who might fall over. We have checked call bells, mobility aids and are doing eye tests.



We celebrated hard work and achievement at our staff awards. Everyone had a great time.

Thank you for all you do.

Get involved!

Do you want to...



...have your say or ask a question?

Contact our Customer Care Team



Phone 0300 123 1807



Email kcht.cct@nhs.net



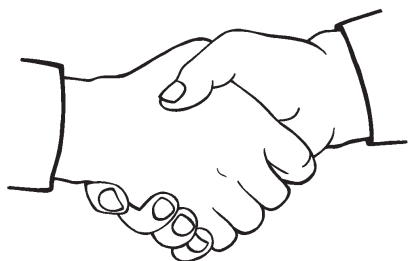
...volunteer for us and help out?



Phone 01474 360508 or 01795 418300



Email mariaswaby@nhs.net
or carolinewheeler@nhs.net



...become a member?



Website www.kentcht.nhs.uk/FT
and fill in the form



Phone 01233 667812



Email kcht.membership@nhs.net

Our brave soldier

Harry.





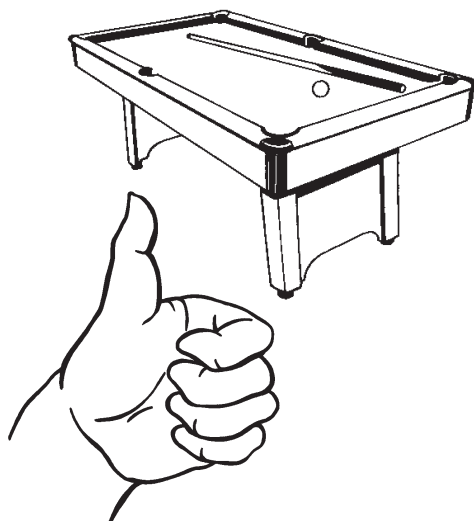
Harry was born with a health problem. Part of his spine didn't grow properly. Harry has problems walking and going to the toilet.



Harry has been looked after by Jane Emslie in our Children's Bladder and Bowel Nursing Team for 13 years. Jane gives Harry and his family help and support.



Harry needs a catheter. It helps him go for a wee. Jane showed Harry how to use it so he can go to the toilet on his own.



Harry is much more confident now. He joined the St George's army cadet corps. Harry said, "It's really fun."

He also likes swimming, playing snooker and playing on his PlayStation.

Everyday volunteering heroes



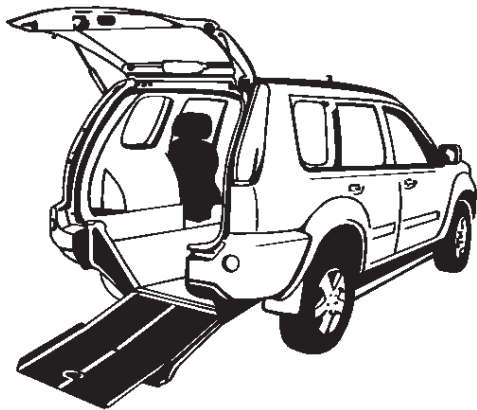
Pat.

Christine.



Our volunteers are always happy to help out. They don't get paid.

They help run hospital shops, with gardening and much more.



Christine Edwards and Pat Adams volunteer for our SouthEast Driveability Service. The team helps and supports disabled people to drive.

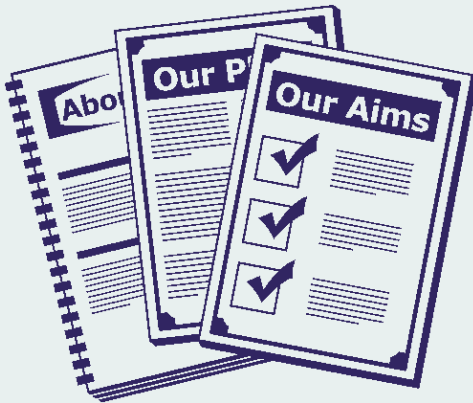


Christine has been a volunteer for more than 5 years. She said, "I jumped at the chance. Volunteering makes me feel really good."



Pat said, "We try to help in any way we can, including making a cup of tea or coffee for people when they come in."

Our plan for the future



Lots of people are living longer.

This means that not all of our services work in the way they need to.

The NHS, social care and public health in Kent and Medway are working on a plan to make services better.

Some of the problems we have in Kent and Medway.

There will be more people in Kent and Medway by 2031



1 in 4
people have a mental health problem at some point

There will be a lot of people over 70 years old in the next 5 years



4 in 10
people with an emergency that have go to hospital could be looked after somewhere else



we have some problems employing enough GPs, practice nurses and hospital doctors



This is Dorothy's story...

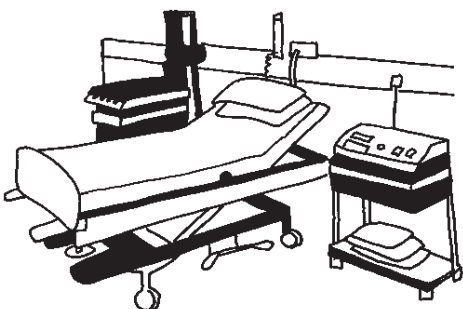
Dorothy is 79 and has type 2 diabetes, a lung condition, memory loss and depression.



She lives with her husband Bill. Bill is also unwell and her main carer. Their daughter, Sue, lives more than an hour away with her children.



We want to support Dorothy and Bill and stop them from going into hospital.



Every day in Kent and Medway, around 1,000 people are in a hospital bed when they don't need or want to be.

We want to help people like Dorothy and Bill. We want to...



1

We want to help Dorothy and Bill look after themselves. They will have lots of information and advice. We hope this will make them feel less alone, stressed and tired.



2

The NHS and social care is hard to understand. It's difficult to know who to speak to. We would like one person to look after and manage Dorothy's care.



3

We want everyone to live in a healthy home. This means working together to make sure it is safe.



1 team

4

Dorothy needs expert professionals to look after her different health conditions. They will work in a team together.



5

Dorothy will have 1 special number to call for all her community or social care. She can call 24 hours a day, 7 days a week.



6

Our team will visit quickly if Dorothy feels worse. If she needs help she will be visited at home within 2 hours.



7

If Dorothy goes into hospital, we will plan to get her home straight away. The hospital team will talk to Dorothy, Bill, Sue and her care navigator or case manager. We will visit Dorothy at home and make sure she is looked after.



8

If Dorothy's doctor or nurse needs advice about her care they can talk to the team looking after her. This means Dorothy gets better faster. She won't have to go to lots of outpatient appointments.



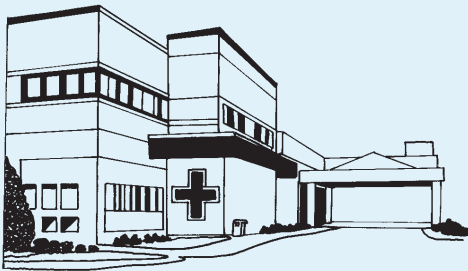
You can tell us what you think and find out more at www.kentandmedway.nhs.uk

Macy's MIRACLE

Macy
and her
mum
Claire.



Macy didn't behave like other children.
Her mum was worried.



Macy was sent to the hospital for tests.
They found out Macy had autism,
attention deficit disorder (ADHD),
oppositional defiance disorder (ODD)
and sleep difficulties.



Help came from Specialist Nurse
Shirley Fountain. Shirley started Macy
on a very low dose of medication and
it calmed Macy down overnight.



Macy's mum Claire has felt very alone
at times. Seeing Shirley helped. Shirley
is always happy to talk on the phone.



Things also got better when Macy went to junior school. Her teacher understood and Macy was soon top of the class.

Claire said, "People can think children with ADHD are naughty. The parents at Macy's school, her friends and classmates, have all been amazing."

Macy and her dog Doris.



Macy is excited to be starting secondary school, she sang at her mum's wedding and has got over her fear of dogs.

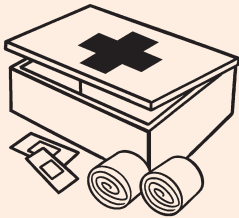
Doris, the family dog and Macy are good friends. Macy tells Doris how she is feeling. If Macy is sad Doris knows and comes to give her a kiss and a cuddle.

Services to help you



Here are some of our services you might find useful. If you need one of these services ask someone for help or visit your doctor.

Minor injury or illness



Cuts or bruises, strains or sprains, or possibly broken bones, you don't need an appointment to go to a minor injury unit. Some units treat minor illnesses too.

Edenbridge and District War Memorial Hospital

Mill Hill, Edenbridge TN8 5DA

Phone: 01732 862137

8.30am to 6.30pm, every day of the year (closed Christmas day).

X-ray: 9am to 5pm, Monday, Wednesday and Friday (closed between 1 and 2pm).

Gravesham Community Hospital

Bath Street, Gravesend DA11 0DG

Phone: 01474 360816

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

X-ray: 8.30am to 5pm, Monday to Friday.

Royal Victoria Hospital, Folkestone

Radnor Park Avenue, Folkestone CT19 5BN

Phone: 01303 852727

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

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

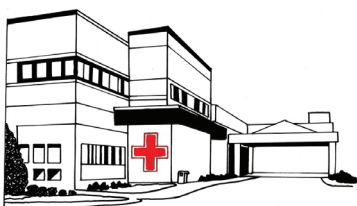
Sevenoaks Hospital

Hospital Road, Sevenoaks TN13 3PG

Phone: 01732 470200

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

X-ray: 9am to 5pm, Monday to Friday (closed bank holidays).



Sheppey Community Hospital

Plover Road, Minster, Sheppey ME12 3LT

Phone: 01795 879104

9am to 9pm, every day of the year (closed Christmas day).

X-ray: 9am until 5pm, Monday to Friday (closed bank holidays).

Sittingbourne Memorial Hospital

Bell Road, Sittingbourne ME10 4DT

Phone: 01795 418300

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

X-ray: 9am to 9pm Monday to Friday, 10am to 8pm Saturday and Sunday.

Victoria Hospital, Deal

London Road, Deal CT14 9UA

Phone: 01304 865437

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

X-ray: 9am until 5pm, Monday to Friday (closed bank holidays).



Waiting times

People with serious minor injuries will be seen first. You might wait a few minutes to 2 hours. There are other minor injury units in Dover, Faversham and Whitstable.

Advice for carers



Carers Trust

National charity offering services for carers.

Phone: 0844 800 4361

Website: www.carers.org

Carers UK

Carers UK is a charity that helps people who look after an older, disabled or seriously ill family member or friend.

Phone: 0808 808 7777

Website: www.carersuk.org

Carers Direct

Information and advice for carers.

Phone: 0300 123 1053

Website: www.nhs.uk/carersdirect

Kent County Council

Find out what help is available for carers.

Phone: 03000 41 61 61

For emergency support out of hours please call 03000 41 91 91

Website: www.kent.gov.uk



You can also find more help and advice on our website

www.kentcht.nhs.uk/carers

Services to help you

Children's Therapies

Offers therapy service for disabled children from birth to 19-years-old.

Website: www.kentcht.nhs.uk



Customer Care Team

If you have a comment, complaint or compliment call the Customer Care Team.

Phone: 0300 123 1807

Text: 07899 903499

Email: kcht.cct@nhs.net

Dental

NHS dental treatment in Sandwich and Ramsgate.

Phone: 0300 303 4930



Falls Prevention (east Kent)

A service for anyone who might fall, or who has fallen.

Phone: 01303 854488

Email: kcht.fallskent@nhs.net

Kent Contenance Service

Advice and support for anyone with bladder and bowel problems, including incontinence.

Phone: 0300 790 0310

New Born Hearing Screening Programme



Tests the hearing of babies in west Kent, Medway and Swale.

Phone: 0300 123 3071

Physiotherapy

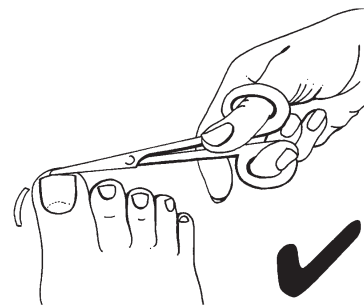
Help if you are in pain. Call to find out more.

Phone: 0300 123 0854

Podiatry/foot care

Help with foot health and foot problems. You need to be referred by a GP or healthcare professional.

For more information phone: 0300 123 6756



Toenail cutting

From £13. We can cut your toenails for you. This service is great for people who find it hard to look after their feet.

Phone: 0300 123 1554

Website:

www.kentcht.nhs.uk/nails

Sexual Health

Worried about symptoms, need contraception or just looking for advice?

We run daytime and evening clinics with walk in and appointment sessions.

Please contact us for more information.

Phone: 0300 790 0245

Website:

www.kent.gov.uk/sexualhealth

South East DriveAbility

Advice on driving, car adaptation and car choice for disabled drivers and passengers.

Email:

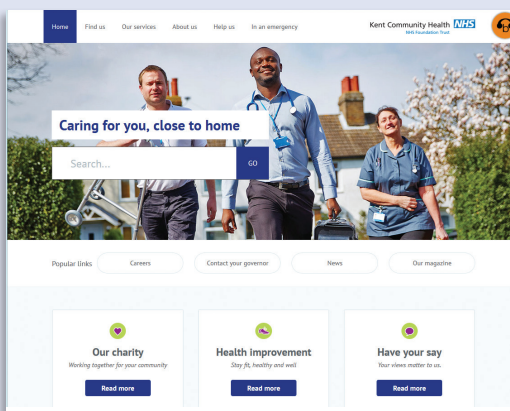
kcht.sedriveability@nhs.net

Phone: 0300 013 4886



Have you visited our website?

www.kentcht.nhs.uk



You can...

- easily find the right service for you
- keep up-to-date with the latest news
- give us your views online
- read our latest magazine.

HEALTH AND WELLBEING SERVICES



ONE PHONE NUMBER

0300 123 1220



ONE EMAIL ADDRESS

KCHFT.HIREFERRAL@NHS.NET



Stop smoking, option 1

We can help you stop smoking.



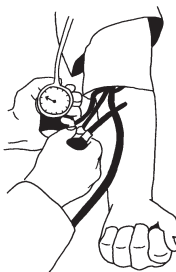
Healthy weight, option 2

We can help you and your family be a healthy weight. We can help with foods to eat and exercise.



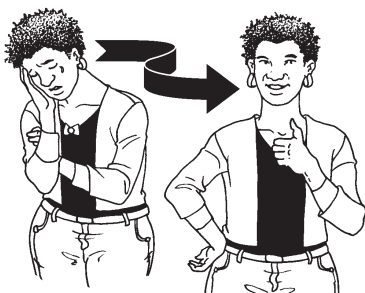
Health trainers, option 3

We can help you make changes in your life so you can be healthy.



NHS health checks, option 4

If you are aged 40 to 74 you could have a health check. It only takes 30 minutes.



Expert patients programme, option 5

Help for people with health problems in east Kent.



www.kenthealthandwellbeing.nhs.uk

BECAUSE THERE'S ONLY
ONE YOU



Under 19 and
worried about a
health issue, have
questions or
need advice?
Talk to your school
health service.

The logo for Kent School Health Service, featuring a blue background with white diagonal lines and the text 'Kent School Health Service' in white, bold, sans-serif font.

Kent
School
Health
Service