Community Health

Autumn 2017

Caring for you, close to home

Alison’s goal

Giving patients better care

easy read
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.

Follow us on Facebook /KentCommunityHealth
Tweet us @NHSKentCHFT
Visit our website www.kentcht.nhs.uk

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Adapted from the full edition of Community Health. Available online.
Immunisation nurses from our teams have been giving the flu vaccine to children.

There are 120,000 children aged between 4 and 9 in Kent, Medway and East Sussex who can have the nasal spray.

We’ve been asking you to tell us what you think about health and social care in Kent and Medway.

You can find out what other people have said by visiting www.kentandmedway.nhs.uk

You can ask someone for help.

Get involved!
Do you want to...

...have your say or ask a question?
Contact our Customer Care Team

Phone 0300 123 1807
Email kchtcct@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 Buurtzorg team in Maidstone has been trying a new way to help patients.

Staff don’t have to follow some rules anymore. They can spend as much time as they need with each patient.

They also help with things like washing or making the bed if it will help the patient feel better.

The idea came from the Netherlands. The service was called Buurtzorg. It means neighbourhood care.

One of the patients, Amanda said: ‘The team has been brilliant and make a huge difference to me.’
Joyce had dementia.
Dementia is a disease. It changes the way someone acts, thinks and feels.

Joyce’s son, Terry, was worried when she started to repeat or forget things.

Joyce saw her doctor and was told she had dementia. She was given medicine to help.

When Joyce was at home she fell over. She had to go to hospital.
Joyce liked the hospital so much, she didn’t want to leave.

Joyce went to live in a nursing home. Terry visited her every day, until she died.

The ward at Hawkhurst Community Hospital has bright colours on doors and signs. This helps people with dementia.

Do you want to help patients who have dementia?

Our Forget-Me-Not Appeal will help people with dementia. We want to raise £20,000 to spend on making our hospitals dementia-friendly.

Visit www.kentcht.nhs.uk/forget-me-not to find out more. You can ask someone to help you.

Taking time off school for appointments can be hard. Children can now see our Hearing Service at school.

This means they only miss a small bit of their lesson.

Parents can come too. They enjoy a drink and chat using sign language.

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5 things about dementia

1. Not all old people have dementia
We all forget a name or a face sometimes, especially when we get old. Dementia is something different. Memory problems are just one of the symptoms.

2. Dementia is caused by brain diseases
There are lots of things which cause dementia. It is different for each person with dementia.

3. People with dementia can still live well
Dementia can’t be cured. There are still lots of ways we can help and support people with dementia.

4. It’s not just about losing your memory
Dementia also affects the way people think, speak, feel and act.

5. Alzheimer’s Society can support people with dementia and their families
Call the National Dementia Helpline on 0300 222 11 22 if you would like to speak to someone.

Or you can write to:
Customer Care
Alzheimer’s Society
43-44 Crutched Friars
London EC3N 2AE
It was a busy year

Here are some of the things we did.

You can read our full report at www.kentcht.nhs.uk.
You can ask for help to visit the website.

We opened another wound centre.
We helped people to come home from hospital sooner.

Our rating is still GOOD.
We have lots of followers on social media.
Our 4.2k followers
Staff said they would recommend our services to friends and family.

We looked at the way we hire staff.
We worked together with people like doctors to help patients get better.

In March we had 12,557 members. We had our first event for members, about diabetes.
We won new work. We offer chronic pain in Hillingdon and sexual health and podiatry in Medway. Our Dental Services won more work in London.

We still offer the School Health Service in Kent.
Our Born to Move app has been downloaded more than 10,000 times.
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.

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

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).

Sheppey Community Hospital
Plover Road, Minster, Sheppey ME12 3LT
Phone: 01795 879104
9am to 5pm, every day of the year (closed Christmas day).
X-ray: 9am until 5pm, Monday to Friday (closed bank holidays).

Gravesend 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.

Sittingbourne Memorial Hospital
Bell Road, Sittingbourne ME10 4DT
Phone: 01795 418300
9am to 5pm, every day of the year.
X-ray: 9am to 9pm, Monday to Friday, 10am to 8pm Saturday and Sunday.

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.

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).

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).

Visit www.kentcht.nhs.uk/in-an-emergency for more information.
You can ask someone for help.
Services to help you

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

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

Physiotherapy
Help if you are in pain. Call to find out more.
Phone: 0300 123 0854

Sexual Health
 Worried about symptoms, need contraception or just looking for advice?
We run daytime and evening clinics with walk in and appointment sessions.
For more information phone: 0300 790 0245
Website: www.kent.gov.uk/sexualhealth

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

Falls Prevention (east Kent)
A service for anyone who might fall, or who has fallen.
Phone: 01303 854488
Email: kcht.falkent@nhs.net

Kent Continence Service
Advice and support for anyone with bladder and bowel problems, including incontinence.
Phone: 0300 790 0310

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

HEALTH AND WELLBEING SERVICES

Smoke free, option 1
We can help you stop smoking.

ONE YOU weight loss, option 2
We can help you and your family be a healthy weight. We can help with foods to eat and exercise.

ONE YOU lifestyle advisors, 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 takes 30 minutes.

www.kenthealthandwellbeing.nhs.uk
If you are over 80 or can’t get about like you used to, you can have a home safety visit.

Kent Fire and Rescue can give you advice about staying safe at home.

It’s FREE.

If you need any special equipment, they can help.

Phone
0800 923 7000