

Community

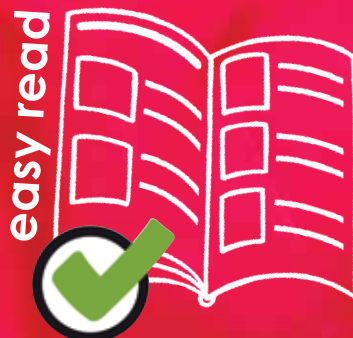
HEALTH

Autumn 2017

Caring for you, close to home

Alison's goal

Giving patients
better care



HOW ARE YOU?

Do you want to:

Get active?

Go smokefree?

Lose some weight?

Just feel better about life?

Call **0300 123 1220** or

visit **www.oneyoukent.org.uk** for free,
practical support from the NHS.

BECAUSE THERE'S ONLY **ONE YOU**

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.



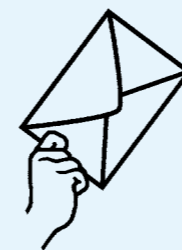
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Tweet us
[@NHSKentCHFT](https://twitter.com/NHSKentCHFT)



Visit our website **www.kentcht.nhs.uk**



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The team

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CHANGE and stock images.

OUR NEWS



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 kcht.cct@nhs.net

...volunteer for us and help out?

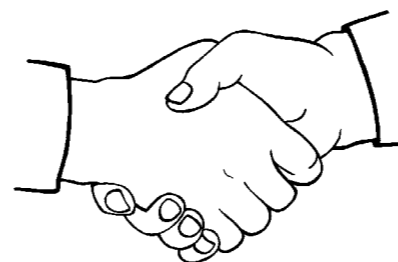


Phone 01474 360508 or 01795 418300



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

Buurtzorg

**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.

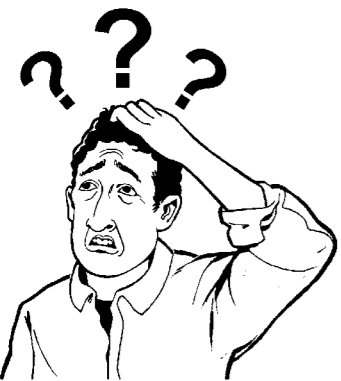


One of the patients, Amanda said: 'The team has been brilliant and make a huge difference to me.'

Living with dementia



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.

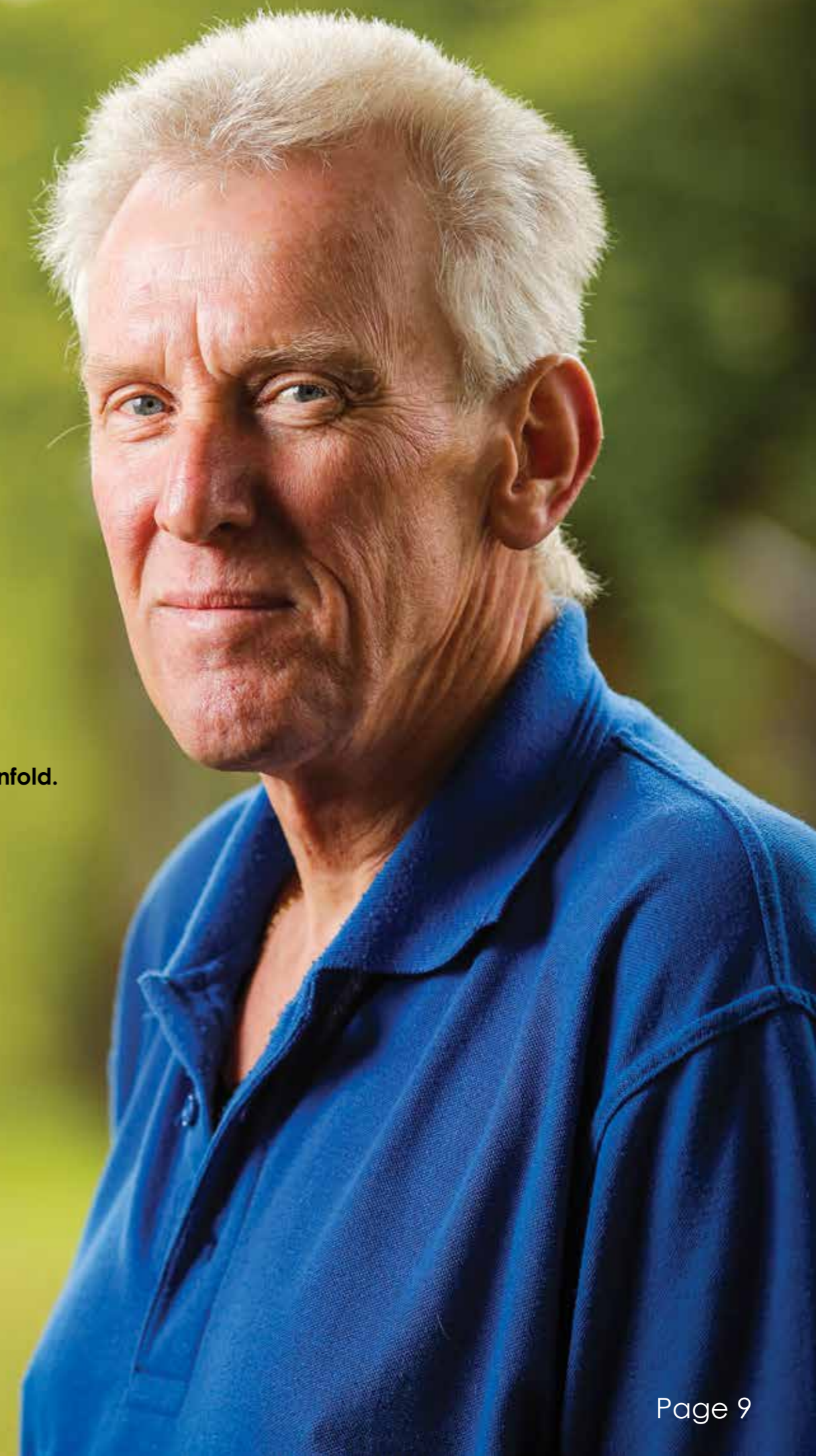


Joyce saw her doctor and was told she
had dementia. She was given medicine
to help.



When Joyce was at home she fell over.
She had to go to hospital.

Terry Penfold.





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



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.

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.

Hearing aids for the boys



Hayden.



George.



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.

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

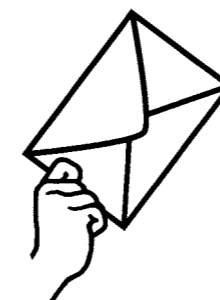
Dementia also affects the way people
think, speak, feel and act.



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.

What did we do in 2016/17?

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.



Born to move



Our Born to Move app has been downloaded more than 10,000 times.

Governor report



In FEBRUARY

Ashford governor John Fletcher went to our One You shop.



In MARCH

More than 160 people came to our diabetes event.



In JUNE

Our governors went out on the Healthwatch red bus tour. They spoke to people about health services.



In JULY

We went to Faversham's Health Day.

Services to help you



Here are some 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).

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.

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).



Canterbury

Kent and Canterbury Hospital, Ethelbert Road, Canterbury CT1 3NG
Phone: 01227 766877 (switchboard)

Crowborough

War Memorial Hospital, Southview Road, Crowborough TN6 1HB
Phone: 01892 603602

Dover

Buckland Hospital, Coombe Valley Road, Dover CT17 0HD
Phone: 01304 222621

Faversham

Faversham Health Centre Bank Street, Faversham ME13 8QR
Phone: 01795 562011

Gillingham

Balmoral Gardens walk-in centre, Balmoral Gardens, Gillingham ME7 5LF
Phone: 01634 331177

Whistable

Estuary View Medical Centre, Boorman Way, Whitstable CT5 3SE
Phone: 01227 284309

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

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 Continence 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.

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



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



You can also find more help and advice on our website www.kentcht.nhs.uk/carers

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

HEALTH AND WELLBEING SERVICES



PHONE
0300 123 1220



EMAIL
ONEYOUKENT@NHS.NET



Smoke free, option 1

We can help you stop smoking.



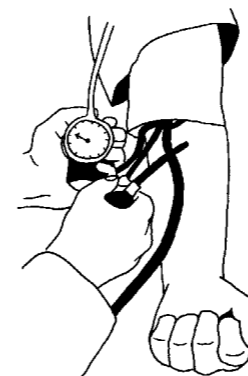
ONE YOU weight loss, option 2

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

BECAUSE THERE'S ONLY
ONE YOU



Helping you keep your independence

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



**Kent Fire &
Rescue Service**