



Kent Community Health
NHS Foundation Trust

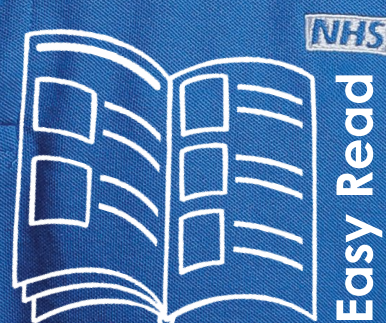
Community

HEALTH

Caring for you, close to home

Summer 2018

Meet our
NHS
heroes



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.



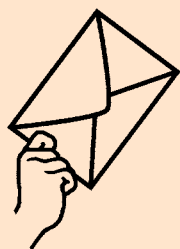
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/KentCommunityHealth



Tweet us
@NHSKentCHFT



Visit our website www.kentcht.nhs.uk



Our base

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



01622 211940



kchft.comms@nhs.net

The team

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CHANGE and stock images.

Get involved!

Do you want to...

...have your say or ask a question?



Contact our Patient Advice
and Liaison Service (PALS)



Phone 0300 123 1807



Email kentchft.PALS@nhs.net



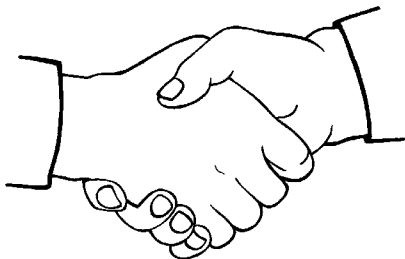
...volunteer for us and help out?



Phone 01474 360508



Email mariaswaby@nhs.net



become a member?



Website

www.kentcht.nhs.uk/membership
and fill in the form



Phone 01233 667812



Email kcht.membership@nhs.net

OUR NEWS

PALS are here to help



The Customer Care Team has changed its name to the Patient Advice and Liaison Service (PALS).

The change is to make it easier for people contacting us. Contact details are the same, see page 18.

Volunteers worth their weight in GOLD



Last year, volunteers contributed more than 36,000 hours supporting patients, carers and staff. We've been awarded the REVAMP quality mark for excellent volunteer support in Kent.

Alex Krutnix, from the Canterbury and Herne Bay Volunteer Centre, said: "We were impressed by the quality of the volunteering experience, the support in place plus the very thorough induction and training programme."



Want to join us? Find out how at www.kentcht.nhs.uk/volunteer

NHS70 timeline

July 1948

On 5 July 1948, the NHS was born. Thanks to the National Health Service Act of 1946, doctors, nurses, pharmacists, opticians, dentists and hospitals united.

1952

A prescription charge of one shilling (5p in today's money) is introduced.

1959

Mental health services are brought under the NHS umbrella.

1961

The contraceptive pill is made widely available, initially only for married women, but the law changes in 1967.

1982

192 district health authorities are formed to help manage the NHS.

1974

Changes to pay for nurses and midwives is recommended.

1968

Department of Health and Social Security is formed.

1965

Services are combined to make a single social services council department.

1989

The Government recommends a split between providers and purchasers.

June 1990

Purchasers (mainly health authorities and GPs) are given budgets to buy services from providers.

1991

The Patient's Charter outlines the quality of service a patient can expect and gives targets for waiting times.

1997

GP practices are encouraged to increase flexibility and choice.

2017

The NHS and local councils form sustainability and transformation partnerships (STP) to improve health and social care.

2014

The NHS 5 Year Forward View sets out a vision for the future of the NHS.

2010

Inquiry report into Mid-Staffordshire NHS Foundation Trust and poor care is published.

2000

The NHS Plan outlines plans for better access to hospitals and decreasing waiting times.

Helping families is at the heart of
health visiting





Sarah Charlesworth is a health visitor. She followed in the steps of her grandmother, who became one of the first health visitors in 1921.

Sarah loves her job. She said: "I say time and time again the reason I am still a health visitor after all these years is that I do not want to lose contact with the families I support. It's at the heart of what we do."

You can find out more about our HealthVisiting Service at www.kentcht.nhs.uk/healthvisiting




The NHS is

70

The NHS is 70 on 5 July.

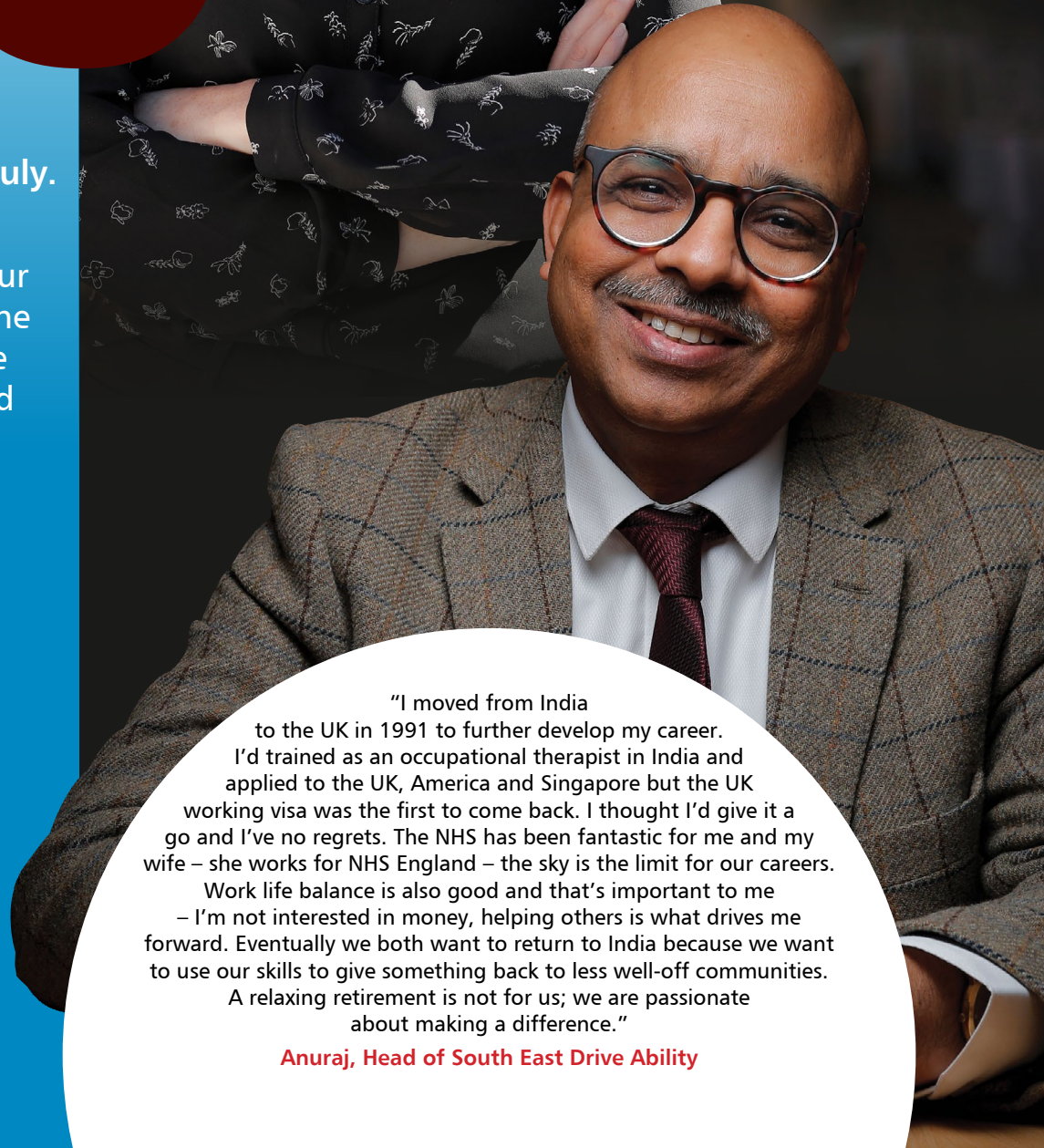
We are celebrating our extraordinary staff, the people who are there to guide, support and care for our patients, every day.

Here are some of the stories behind the uniforms. These are our heroes. The humans that make up the NHS.



"I worked for the London Ambulance Service for 12 years. I spent six of them on 'trucks' as an emergency medical technician. It was fun and a laugh every single day, which seems like an unusual thing to say because we would see absolutely horrendous things, but ask any ambulance crew and they would say the same. Every day you might witness the worst things people could do to each other or the worst that could happen to a person, so having a sense of humour about the job became our coping mechanism. I wouldn't want to go back, but I do miss it."

Beverley,
Engagement Manager



"I moved from India to the UK in 1991 to further develop my career. I'd trained as an occupational therapist in India and applied to the UK, America and Singapore but the UK working visa was the first to come back. I thought I'd give it a go and I've no regrets. The NHS has been fantastic for me and my wife – she works for NHS England – the sky is the limit for our careers. Work life balance is also good and that's important to me – I'm not interested in money, helping others is what drives me forward. Eventually we both want to return to India because we want to use our skills to give something back to less well-off communities. A relaxing retirement is not for us; we are passionate about making a difference."

Anuraj, Head of South East Drive Ability



"The young adults I work with have shown me that with patience and understanding they can make progress. Young adults seem to respond to me and I believe it's because I'm genuine and transparent; I do not judge them but make sure they know I'm there to help if they are in need. Children and young people are the most important asset in our communities and we need to support them to improve their physical and emotional wellbeing. After all, they are the grown-ups of tomorrow."

**Justine,
School Nurse**

"Looking back, I knew I was a lesbian from a young age, but didn't know what it meant. I didn't even know anyone who was gay. I am from a very big extended family. We were raised quite strictly as Jews, attended synagogue and I speak and read Hebrew. Sexuality wasn't a topic we discussed as a family. Being out for me is the only way I know how to be. Be yourself, whoever you are. Authenticity is everything."

Ali, Chief Nurse

"Before joining the NHS I was in the army for 12 years as a driver and regimental medical assistant; I did three tours of Belfast during the Troubles and drove ambulances for two of these. I lived in Germany when I left the army as I didn't want to come back to the UK immediately. It was the German job centre that suggested I study to be a physiotherapist. It is the best thing I have done since the army and I'm so glad I took the leap."

**Tony West,
Learning Disabilities
Physiotherapist**



"I qualified as a doctor in India. I had an interest in genetics and infectious diseases. When I came to the UK the roles I ended up taking were in HIV. A lot of patients ask me, why HIV medicine? The truth is it's a really progressive science and I love this line of work. The treatment is constantly progressing and so are people's attitudes. People with HIV now have a similar life expectancy and quality of life to people without the infection. That's a huge step forward."

Rajesh, Clinical Lead and Consultant in HIV and Sexual Health



"I went to uni at 43 as a mature student – it was so scary. It was daunting and really hard in the first year but I'm glad I did it. I started in A&E and then went out to Saudi Arabia to get more trauma experience. That was an eye-opener. Women couldn't drive there, but 10-year-old boys could so you can imagine the trauma I was seeing. In the end it became too much and I came home earlier than I planned."

Wendy, Ward Sister

"I am a bit of a Heinz 57 baby. I have family and ancestry all over the world and am part Portuguese and South African. I was born in South Africa and, after my mother remarried, we moved to Zimbabwe when I was seven. This was right in the middle of Mugabe's war and it became so bad we had to leave. The horror was unimaginable, but I was young so it didn't seem real to me. Two days before we left, guerrillas shot down a plane that was leaving and killed everyone on board. Our plane was the first one to leave afterwards and I remember grown men crying as we waited to take off, not sure if we were going to make it. Then there was my sister and me, jumping up and down with excitement because we were going on a plane to England."

Kim Dental Services
Clinical Manager



"I've loved the Harry Potter books since I was a child. I'd be in Hufflepuff house because it seems to be a house of outcasts and I'm okay with that idea. I was gripped from the first book and I couldn't wait until the next book was published. The stories have good morals in them and they've influenced two of my three tattoos. The tattoo on my arm says 'sectumsempra'. I'm a long-term mental health sufferer and I have a scar on my arm from self-harm but this tattoo – which is a very dark curse that causes a cut – is my way of turning my scar into something positive. The other tattoo is a quote by Sirius Black from the films. It says 'we all have both light and dark in us but it's what we choose to act on that makes us who we are' – that has a real resonance with me."

Clara, Data and Information Assistant



"I love shredding and each day I try to beat my target, which is 30 dustbin liners of shredding in one day. I am hooked and everyone in the hospital saves their shredding for me. I volunteer because I like meeting people and I've made lots of friends; we like going to musicals – my favourite is Grease. We always go to a pantomime and I'm even going to Wimbledon this year."

Gary, Volunteer and
King of the Shredder

"I always say to people that small changes can make a big difference. Food is there to enjoy, but it's not about suffering. We should have what we want, but in moderation. A healthy lifestyle can give you the most important thing in life, which is happiness. I know what it is like to struggle but I was determined to pull myself out of it. Running and healthy eating saved my life and pulled me through."

Gonzalo, Health Checks
Outreach Advisor

"My daughter is two-and-a-half and we are potty training. I can safely say it's the worst part of parenthood! We had a minor wee incident on the way to nursery the other day and she was adamant she didn't want to get changed. Trying to convince a toddler that it is not acceptable to turn up to nursery in wet knickers, even if they are your favourite, is a challenge I could not have foreseen before becoming a mum. In the space of a couple of minutes I also had to say to my beautiful girl that we don't lick dustpans and to take that snail out of her mouth! The conversations you have with a two-year-old."

**Beverley, One You Team Lead
for South Kent Coast and
Ashford**


"I joined KCHFT a few months ago after 18 years working in a main hospital. I have been amazed at how much you are relied on in the community. Teams are smaller and more cohesive so we support each other really well, but one person going sick or not being here can make a real difference.

In bigger hospitals there are more staff, but here you are relied on so much more and I love that. It makes me feel like a valued member of an excellent team."

**Maria, Senior
Nurse Practitioner**

"I have worked for the NHS since 1992 as a healthcare assistant and then asked to train as an associate practitioner. I never liked school and found it hard to do the course. I was struggling at university so they sent me for the test. I found out I am dyslexic and dyspraxic. The course was hard and I almost gave up. But I stuck with it and passed. I am really proud of myself."

**Sam,
Assistant Practitioner**



"My role is evolving but essentially I help bridge the gap between a healthcare assistant and a nurse. It's a rewarding job and one I've been doing for more than 10 years. The role offers a great variety and responsibility and we have a great team here on Heron Ward. Patients come and go, except for one lady who stayed here for a long time. We came to know the patient very well, enjoyed Christmases and birthdays with her; she liked Gracie Fields. It was a strange day when she eventually left the ward."

Charleigh, Assistant Practitioner

"My oldest brother died of cystic fibrosis (CF) when he was 13 and I was seven. I missed a whole year of school from the grief. I used to wish for the same thing every time there was a full moon – that my brother would come back. I found out I was a carrier of CF at 16 and I was devastated. The last thing my brother told me was, 'life is what you make it'. I have just got married to the love of my life. I hope I am making him proud."

Kingsley, Estates
Service Manager



"I'm a body builder and have been doing it for three years. I've always enjoyed going to the gym and a fellow gym user thought I was a personal trainer and talked me into competing. I train six-days-a-week and I'm working towards my next competition. The highest I've come is third place. At the competition it's about diva style, so glitzy bikinis are a must."

Sue, Staff Nurse



"It started as a hobby and now I train six days-a-week. I only started swimming and running around five years ago but now it's a big part of my life. Travelling to the international competitions has given me and my wife the opportunity to holiday in places you would never normally think of. So far, I have won two bronze and a silver medal and was the team captain last year. It's a big commitment and the sponsorship only covers your kit, so you still have to find the entry fees. But I am really proud to be representing Team GB in my age group."

Yiannis, Market and Information Analyst



"I came to the UK from Sri Lanka in 2005 to complete a Masters degree. I'd spent 23 years as an ophthalmologist in my home country so it was a culture shock for me. Little things, such as in UK it's common to use someone's first name but in my country that is seen as rude. So is looking someone straight in the eye. We tend to avert our eyes, but in UK that implies you're not listening. These cultural differences are what the Black and Ethnic Minority Network tries to help BME staff with."

Habiba Chair of the Black Minority and Ethnic (BME) Network

"I'm working in the UK to support my family; I've been here since 2007. I miss my children but with Skype and Facebook I can see them every day. I just can't hold them. My son is at university studying hotel management, and my daughter wants to be a pilot. She originally wanted to study to be a doctor, but in the Philippines it takes nine years. She knows I am here to help her study, so she is choosing a university course that is not so long. I want my children to have a good future."

Rowena, Healthcare Assistant



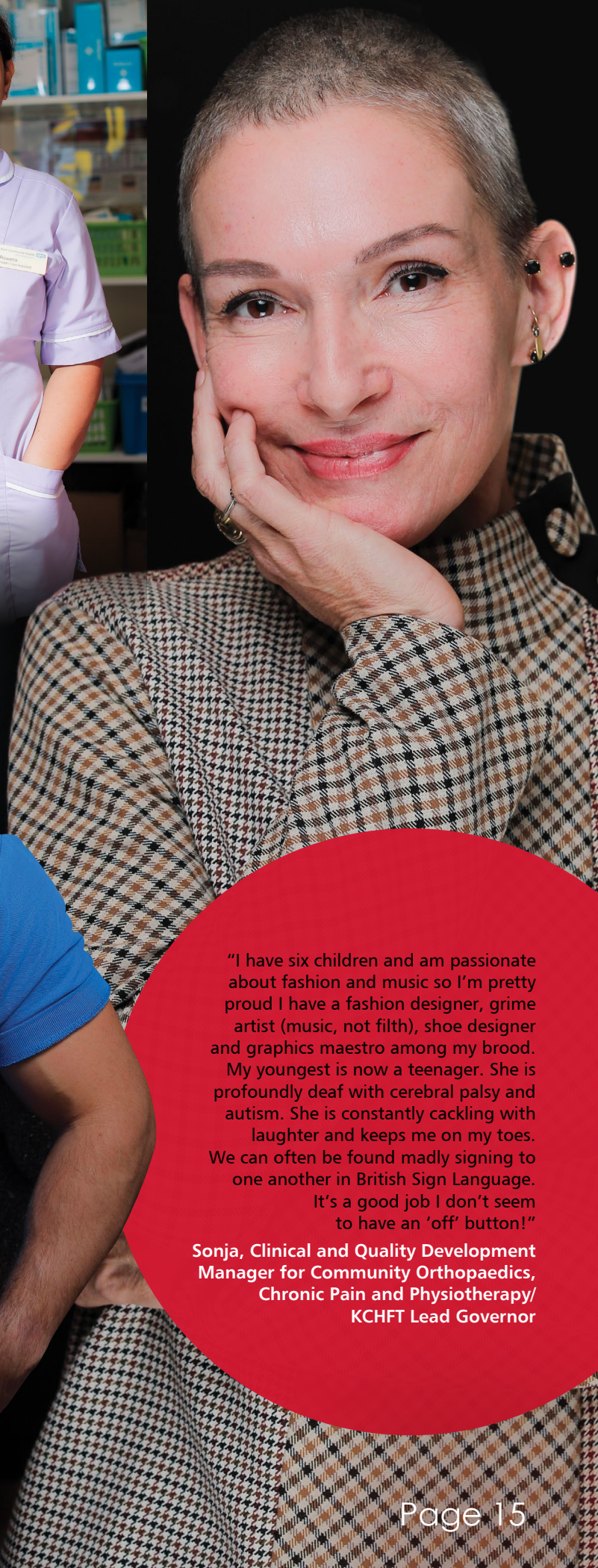
"I worked on luxury yachts for three years after university and travelled to some amazing places. I became really good friends with one of the other crew members and he inspired a love of fitness and nutrition in me. He became a bit of a mentor really and it's something I have felt passionate about ever since. When I decided three years at sea was enough, I became a personal trainer but it wasn't the right job for me. When this job was advertised, it just spoke to me. Working with children to help give them the best start in life just seemed like the right fit and I love it. It definitely beats working in a gym all day."

George, Health Improvement Assistant



"I have six children and am passionate about fashion and music so I'm pretty proud I have a fashion designer, grime artist (music, not filth), shoe designer and graphics maestro among my brood. My youngest is now a teenager. She is profoundly deaf with cerebral palsy and autism. She is constantly cackling with laughter and keeps me on my toes. We can often be found madly signing to one another in British Sign Language. It's a good job I don't seem to have an 'off' button!"

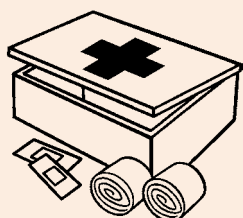
Sonja, Clinical and Quality Development Manager for Community Orthopaedics, Chronic Pain and Physiotherapy/ KCHFT Lead Governor



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.

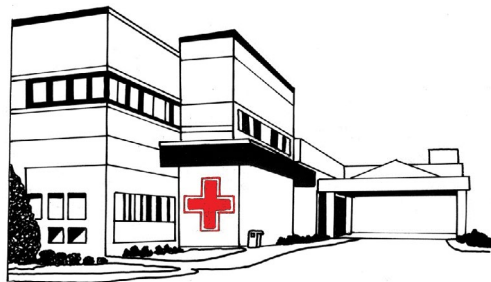
Victoria Hospital, Deal

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).



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

Other places you can get help for minor injury or illness

Canterbury

Kent and Canterbury Hospital, Ethelbert Road,
Canterbury CT1 3NG

Phone: 01227 766877 (switchboard)
www.ekhufft.nhs.uk Open 24-hours-a-day

X-ray: 8am to 8pm, Monday to Friday.
8am to 4pm, Saturday and Sunday.

Crowborough

War Memorial Hospital, Southview Road,
Crowborough TN6 1HB

Phone: 01892 603602
www.sussexcommunity.nhs.uk
8am to 8pm (last booking is at 7.45pm),
every day of the year.*

X-ray: 9am to 4.15pm, Monday to Friday.

Dover

Buckland Hospital, Coombe Valley Road,
Dover CT17 0HD

Phone: 01304 222621
www.ekhufft.nhs.uk
8am to 8pm, every day of the year
X-ray: 9am to 4.45pm, Monday to Friday.

East Grinstead

Queen Victoria Hospital, Holtye Road,
East Grinstead, West Sussex RH19 3DZ

Switchboard: 01342 414000
www.qvh.nhs.uk
8am to 8pm, every day of the year.
X-ray: 9am to 5pm, Monday to Friday,
9am to 1pm, Saturday and Sunday,
10am to 1pm bank holidays.

Faversham

Faversham Health Centre, Bank Street,
Faversham ME13 8QR

Phone: 01795 562011
www.favershammedicalpractice.nhs.uk
8am to 8pm, every day of the year.

X-ray: 10am to 4pm, Monday to Friday.

Gillingham

Balmoral Gardens Walk-in Centre,
Balmoral Gardens, Gillingham ME7 5LF

Phone: 01634 331177
www.medwayhealthcarecentre.nhs.uk
8am to 8pm, every day of the year.

No x-ray service.

Herne Bay

Queen Victoria Memorial Hospital,
King Edward Avenue, Herne Bay, Kent CT6 6EB

Phone: 01227 594700
www.parksurgery.net
8am to 8pm, every day of the year.

No x-ray service.

Whitstable

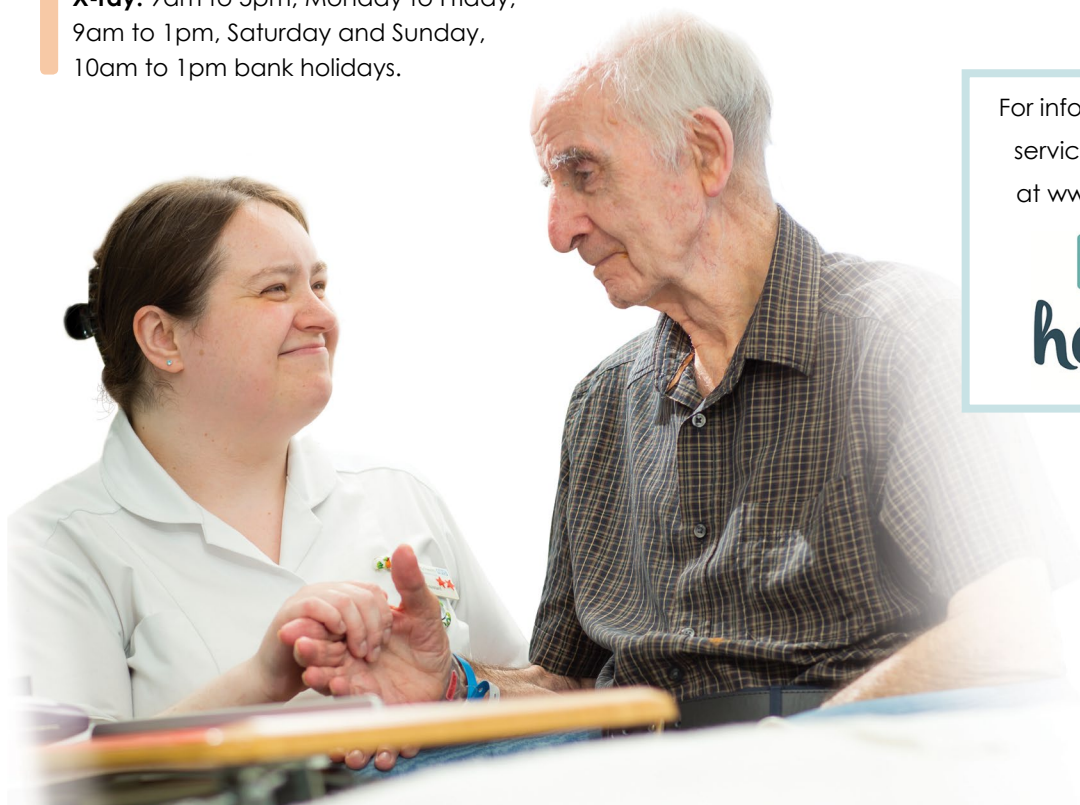
Estuary View Medical Centre, Boorman Way,
Whitstable CT5 3SE

Phone: 01227 284309
www.whitstablemedicalpractice.co.uk
8am to 8pm, every day of the year.

X-ray: 8am to 8pm, Monday to Friday.

For information about other health
services, go to Health Help Now
at www.healthhelpnow-nhs.net

HEALTH
help NOW.



Services to help you

Children's Therapies

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

Website: www.kentcht.nhs.uk



Patient Advice and Liaison Service (PALS)

If you have a comment, complaint or compliment call this Team.

Phone: 0300 123 1807

Text: 07899 903499

Email: kentchft.PALS@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

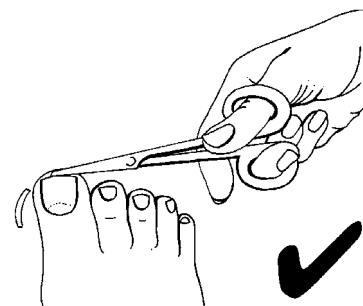
Help if you are in pain. Call to find out more.

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

ONE YOU KENT



Lifestyle Advisers

We can help you make healthy changes.



Smokefree

We can help you stop smoking.



Weight Loss*

We can help you and your family to be a healthy weight.



Health Walks

Great if you have been ill or want to do more exercise.



NHS Health Checks

If you are aged 40 to 74 you could have a health check.

It takes 30 minutes.



PHONE 0300 123 1220



EMAIL oneyou.kent@nhs.net



VISIT www.oneyoukent.org.uk

*east Kent only. If you live in west Kent, contact your council.

NHS

70
YEARS
OF THE NHS



70 years of...

-  improving the health of a nation
-  health education for a nation
-  caring for a nation

Delivering healthcare 24-hours-a-day, 365-days-a-year