

Community

# HEALTH

Caring for you, close to home

Autumn 2019



KCHFT  
is rated  
outstanding

(we 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.



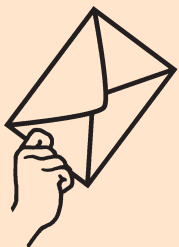
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Tweet us  
@NHSKentCHFT



**Visit our website [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk)**



## Contact us

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## The team

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

# 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



**Text** 07899 903499



**Email** [kentchft.PALS@nhs.net](mailto:kentchft.PALS@nhs.net)



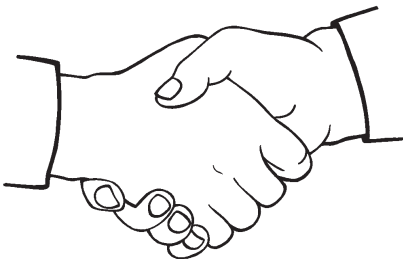
**...volunteer for us and help out?**



**Phone** 01233 667810



**Email** [kentchft.engagement@nhs.net](mailto:kentchft.engagement@nhs.net)



**become a member?**



**Website**

[www.kentcht.nhs.uk/membership](http://www.kentcht.nhs.uk/membership)  
and fill in the form



**Phone** 01233 667810



**Email** [kentchft.engagement@nhs.net](mailto:kentchft.engagement@nhs.net)



# YOUR SHOUT



We love hearing what you think.



Lucy Porter said: "I would like to thank Lucy Brown for her proactive approach to my child's occupational therapy. I am beyond grateful for all you did in such a short time."



Steven Luckett said: "Thank you so much to Katrina and Lydia from the Community Dietetics Service, for everything they have done for me. I can't thank them enough and will always remember them for helping me through the worst time of my life."



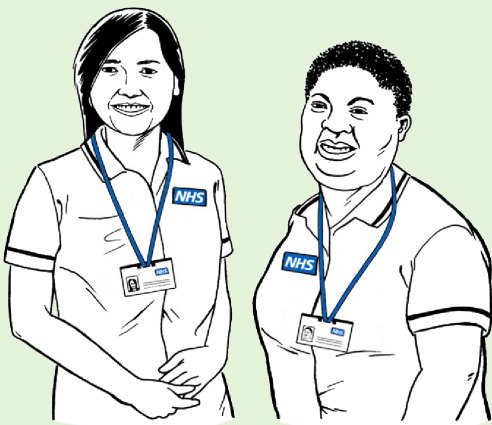
# Why other people said thank you...



"I would like to thank you and your staff for my stay in such an excellently-run hospital. Staff on Heron Ward at Queen Victoria Memorial Hospital clearly enjoy their work of caring for their patients."



"Congratulations to the cook who produces such good food and the cleaners who keep everything in spotless condition."



"Thank you to Leah, Dr Stevens, Philippa and Suzie at The Gate sexual health clinic in Canterbury. Everyone who works there is absolutely lovely. I have been treated with respect and confidentiality, with my needs and concerns listened to."

App helps you have a  
**healthy lifestyle**

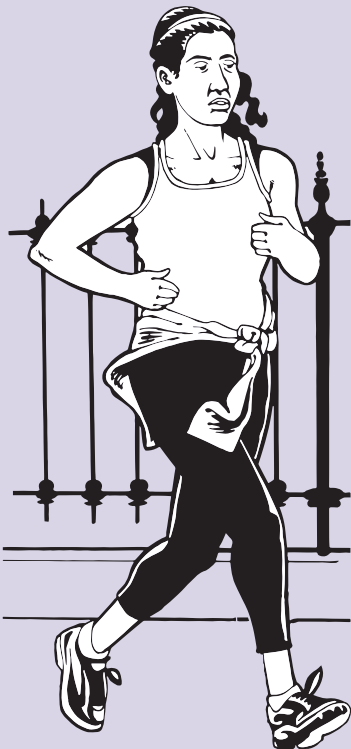


# COUCH TO 5K

One You provides lifestyle help to people in Kent. There is a free app, called Couch to 5K, which helps people to start running and get healthy.



Lyn Reid uses the app. She has a busy life. Lyn said: "It's so easy to fit into your schedule. I really enjoy being outside. I can feel and see a difference in myself."

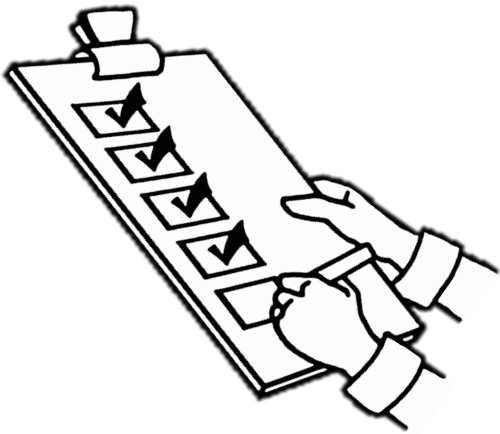


Rachel also uses the app. It has helped her to stop smoking and now she has signed up to do a half marathon next year.

Rachel said: "Those first runs were the most difficult – I could barely walk the next day. Six weeks later, I am a non-smoker and able to run four kilometres."



# We're outsta



The Care Quality Commission (CQC) makes sure that NHS trusts are safe, caring, effective, responsive and well-led.

This year the CQC visited us. It gave us an 'outstanding' rating!



Our Chief Executive, Paul Bentley, said:  
"Every day our teams come to work  
and deliver our values, making sure  
every person we serve has the best  
possible care."

# nding

The CQC said that staff went the extra mile for patients and their families and gave them excellent care.

Pat Conneely, a patient representative, said: "Congratulations on the 'outstanding' overall rating. You and all the staff are completely deserving of it."

KCHFT is the only community health trust in the south east to be rated 'outstanding'.





# A snap shot of our year

We had more than  
**two million**  
patient contacts.



We provided more than  
60 services with a budget  
of £222million and have  
4,800 staff.



Lots of people waited  
less than 4 hours to  
be seen in our minor  
injury units.

People were  
transferred quicker  
when needed.



We managed our  
money well.



# 2018/19

66,085 patients/relatives/carers completed surveys. 97 per cent were happy.

100 per cent of people had access to genito-urinary medicine (GUM) within 48 hours of contacting us.

90.7 per cent of patients seen by specialist services met their health actions.

7.4 per cent of our patients cared for by our community nurses or in our community hospitals received end of life care.

One You lifestyle advisors saw 2,212 new clients.

94 per cent of reception year children and 93.7 per cent of Year 6 pupils were screened for height and weight. Our target was 90 per cent.

We had more than 500 volunteers supporting services across the trust.



# Therapy on the beach







There is a new project that helps children by giving them therapy outdoors, away from clinics and hospitals.



Some of the activities at the beach include building sandcastles, paddling in the water and singing a Makaton song.



Elaine Hopper, a physiotherapist for children, said: "It can sometimes be challenging to motivate a young child in the clinic setting but the beach has been completely different. They want to get up and move around."



Sam Woodgate, mum to 4-year-old George, said: "George did not like the sand at first but now he loves it. Now he is happily paddling in the sea!"



# Help for older people



A person who is older and frail is more likely to fall, have a disability or need to go to hospital.



In east Kent, a Frailty Team has been set up. This team is made up of doctors and nurses who work with patients, families and care homes to make sure people get help.





The doctors and nurses might change medicine, help people to get exercise or make changes in their homes (adaptations).



Leah Tyrrell's mum gets help from the Frailty Team. Leah said: "We had no idea there was so much help and support out there. Mum now gets personal care in the morning and in the evening."

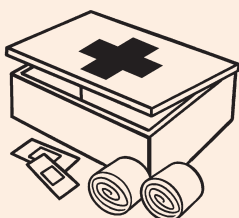


"She's had visits from Age UK and an occupational therapist, who looked at home adaptations. We also get lots of advice on how to keep mum safe at home. We are all feeling much happier."

# 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.

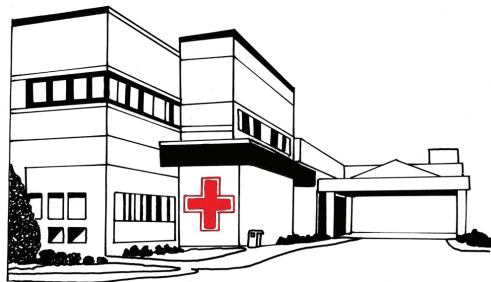
### Victoria Hospital, Deal

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](http://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.ekhufth.nhs.uk](http://www.ekhufth.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](http://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.ekhufth.nhs.uk](http://www.ekhufth.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](http://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](http://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](http://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](http://www.parksurgery.net)  
8am to 8pm, every day of the year.

**No x-ray service.**

## Whitstable

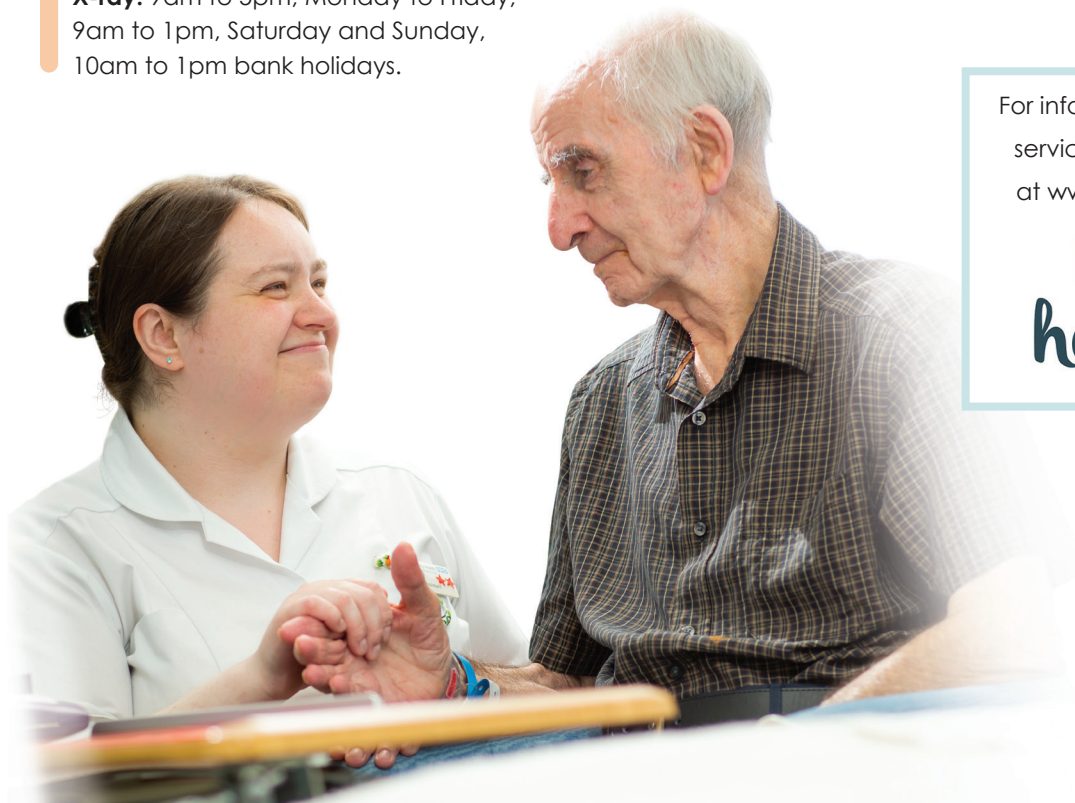
Estuary View Medical Centre, Boorman Way,  
Whitstable CT5 3SE

**Phone:** 01227 284309  
[www.whitstablemedicalpractice.co.uk](http://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](http://www.healthhelpnow-nhs.net)

**HEALTH**  
**help NOW.**



# Services to help you

## Children's Therapies

This is a therapy service for disabled children aged 0 to 19-years-old.

**Website:** [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk)



## Patient Advice and Liaison Service (PALS)

If you are unhappy or you would like to talk to us, contact the Patient Advice and Liaison Service.

**Phone:** 0300 123 1807

**Text:** 07899 903499

**Email:** [kentchft.pals@nhs.net](mailto:kentchft.pals@nhs.net)

## Dental

If you need to see a dentist and you live in Sandwich or Ramsgate, you can:

**Phone:** 0300 303 4930



## Kent Contenance Service

If you are having problems with weeing or pooing or want to talk to someone, you can:

**Phone:** 0300 790 0310



## Learning Disability Team

If you would like help from the Learning Disability Team, you can:

**Phone:** 0300 1234 195

**Email:** [kentchft.lidsref@nhs.net](mailto:kentchft.lidsref@nhs.net)

## Sexual Health

If you need to talk about your sexual health or need an appointment, you can:

**Phone:** 0300 790 0245

If you have a learning disability, you can say Apple Tree on the phone and we can book a longer appointment for you.



**Website:** [www.kentcht.nhs.uk/apple-tree](http://www.kentcht.nhs.uk/apple-tree)

## Shepway Memory Clinic

If you are having problems with your memory or you would like some help, you can visit a drop-in clinic:

**Phone:** 01303 228838

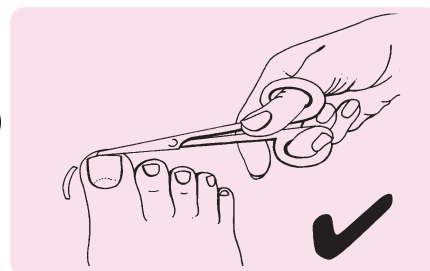


## South East DriveAbility

If you have a disability and want to talk to someone about driving you can:

**Phone:** 0300 013 4886

**Email:** [kcht.sedriveability@nhs.net](mailto:kcht.sedriveability@nhs.net)



## Toenail cutting

If you find it hard to look after your feet, we can cut your toenails for you. It costs £18.

**Phone:** 0300 123 1554

**Website:** [www.kentcht.nhs.uk/nails](http://www.kentcht.nhs.uk/nails)

## Advice for carers



### Carers Trust

This is a national charity that has services for carers.

**Phone:** 0844 800 4361

**Website:** [www.carers.org](http://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](http://www.carersuk.org)

### Carers Direct

Information and help for carers.

**Phone:** 0300 123 1053

**Website:** [www.nhs.uk/carersdirect](http://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:

**Phone:** 03000 41 91 91

**Website:** [www.kent.gov.uk](http://www.kent.gov.uk)



You can also find more help and advice on our website [www.kentcht.nhs.uk/carers](http://www.kentcht.nhs.uk/carers)

# ONE YOU KENT



## Lifestyle Advisers

We can help you make healthy changes.

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## Smokefree

We can help you stop smoking.

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## Weight Loss\*

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

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## Health Walks

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

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## 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](mailto:oneyou.kent@nhs.net)



**WEBSITE** [www.oneyoukent.org.uk](http://www.oneyoukent.org.uk)

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



A photograph of two women outdoors, high-fiving. The woman in the foreground is seen from the back, wearing a light blue long-sleeved shirt and has her brown hair in a ponytail. The woman in the background is wearing a bright green long-sleeved shirt and is smiling. They are standing on a path with trees and greenery in the background.

# HOW ARE YOU?

Do you want to get active? Go smokefree?  
Lose some weight? Just feel better about life?  
We can help YOU.

**ONE  
YOU**  

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**KENT**

Call 0300 123 1220

Email: [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net)

[www.oneyoukent.org.uk](http://www.oneyoukent.org.uk)

This service is delivered on behalf of Kent County Council by the NHS.