

Community

# HEALTH

Caring for you, close to home

Summer 2021

## Fighting Covid

Our staff and volunteers help  
people get vaccinated



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.



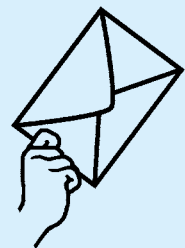
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Visit our website [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk)



## Contact us

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[kchft.comms@nhs.net](mailto:kchft.comms@nhs.net)

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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** 0800 030 4550



**Text** 07899 903499



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



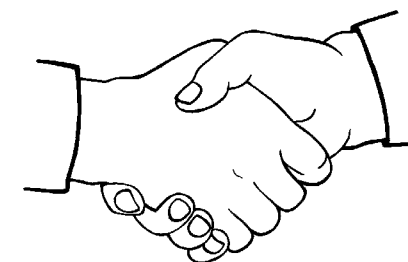
### ...volunteer for us and help out?



**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** 0300 7900 506



**Email** [kchft.comms@nhs.net](mailto:kchft.comms@nhs.net)



# YOUR SHOUT



**We love hearing what you think. This is what some people said about us during the pandemic.**



Annie Elias.

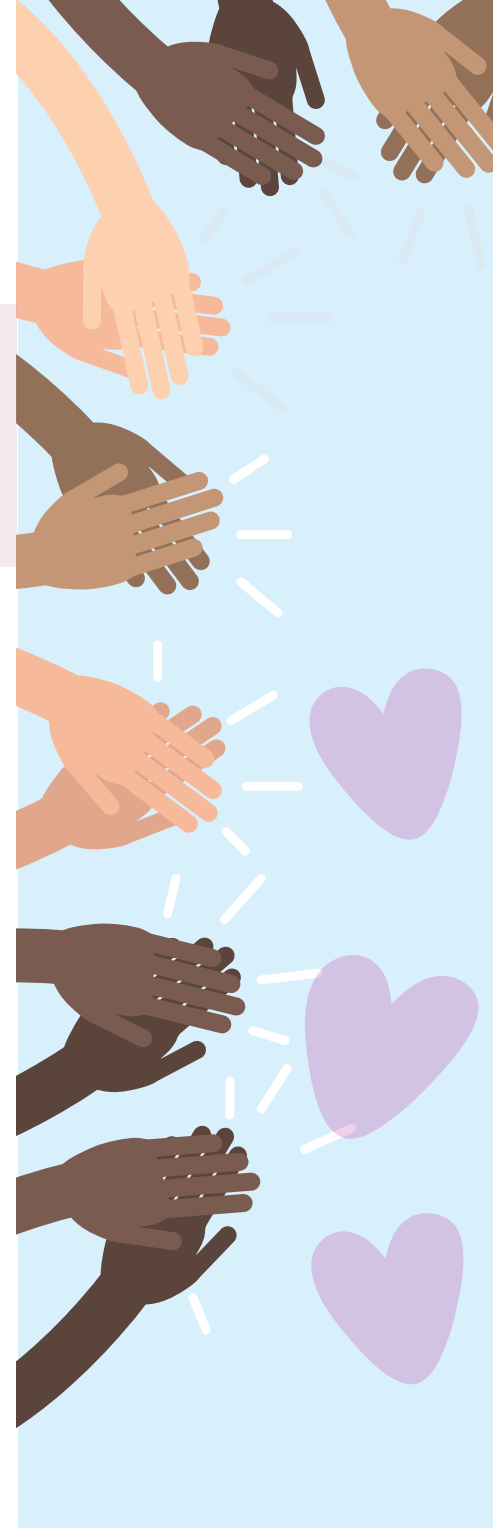
“Adult Speech and Language Therapist Annie Elias is really approachable and friendly. Annie has made me feel I can do something about the distressing symptoms I am having and I feel cared about.”

George and Caroline Miller said: “We would like to thank the Frailty Home Treatment Service for the support my mother received during the last months of my father's life.

“We would especially like to thank Emily Restell. She showed kindness, compassion and professionalism to my parent's situation. Her actions made a big difference to my parents. Emily was, quite simply, incredible.”



Emily Restell.



# Our COVID-19 heroes

“Nurse Kevin was superb. He gave me all the information I needed, brought a pharmacist to see me, to check my issues and medication and even took the time to check I was okay after I had the vaccination.”

**Folca Vaccination Centre**

“Sandra was lovely and friendly. She had lots of time for me and made sure any questions I had were answered. She clearly explained everything. She was also very Covid-safe.”

**Health Visiting Service**

“Both the doctor Nadia and student nurse were so lovely and made me feel at ease. The procedure was nowhere near as painful as my previous one. The Covid procedures in place at the clinic were also very good and made me feel safe.”

**Clover Street Sexual Health Clinic**





Thea Johnson is 5 years old. She has cerebral palsy which makes it hard to move and speak.



The Kent and Medway Children's Communication and Assistive Technology Service (KMCAT) helped Thea get a communication aid, which is like a computer.

She can use the communication aid to type words and the computer reads it out loud. This means Thea can now have conversations with people.



Thea's family are really happy that she now has the communication aid. Her mum said: "She finally has a voice and the freedom to express herself.

All this potential was buzzing around inside her little head and now she finally has a tool to help her let it all out."



## What did our KCHFT leaders learn from the pandemic?



"Every day during the pandemic, I was humbled and inspired by the desire of staff to provide the best care they could. For me, we worked together as a health and social care system in ways I have never experienced in my NHS career."

**Paul Bentley, Chief Executive**



"The tenacity of the human spirit to just keep going is incredible and that was shown through the pandemic. Even though they were under personal threat, our teams kept going for the wellbeing of others. I still well up now when I think about it. I have such enormous pride in our workforce."

**Dr Mercia Spare, Chief Nurse**



"Those very early days in wave one were busier than any time I had ever experienced. Overnight we had to embrace virtual technology, many juggled work with home schooling and others found themselves being based at home. I have been thankful to work with such outstanding colleagues and teams."

**Pauline Butterworth, Chief Operating Officer**



# Vaccinating people in Kent and Medway



More than 1 million could have the COVID-19 vaccine.



We set up 5 centres to make sure people could come and get their vaccine. They were in:

- Chatham
- Gravesend
- Folkestone
- Ramsgate
- Tonbridge.



We employed 2,000 people and had hundreds of volunteers to run the centres, give vaccinations and look after everyone.



By May 2021, more than 1 million people had their first vaccine at one of the centres.



**Lee Miles**, who volunteered at the Folkestone centre, said: "At the start, I wondered what I had let myself in for. I quickly came to realise what a very special team I had become part of. All the volunteers are valued and treated by everyone as an essential part of the team."



**Kingsley Greenaway** is an estates manager for KCHFT. He said: "Even though setting up 7 vaccination sites in 8 weeks is the hardest thing I have ever done, it's been worth it. It's been a long hard road. But we're all so proud to be part of it."



**Ruth Brown** is KCHFT's chief pharmacist. She said: "I feel privileged and proud that we're part of what you see on the television every day, about the numbers of people who have been vaccinated. It's been a phenomenally quick turnaround and look what we've achieved in that time."



# GETTING THE **VACCINE**



Richard Denyer almost died of Covid last year. He was one of the first people to get his vaccine at the Ramsgate centre in February. Richard said: "I would encourage everyone to have the vaccine."



Maurice Jeffery had his vaccine at the Folkestone centre. He said: "I didn't feel a thing. I have three daughters and two of them work in pharmacy and told me I had to get the jab."



Lynda and Tony Smith went to the Ramsgate centre on their 58th wedding anniversary. The happy couple were looking forward to seeing their three children and five grandchildren as soon as they can.



Reverend Rose Hudson-Wilkin is the Bishop of Dover and was vaccinated at the Folkestone centre in March. Reverend Rose said: "I am so pleased to have had my Coronavirus vaccine. Thank God for the NHS, for the volunteers helping to run the vaccination service and for our amazing scientists!"

# **THANK YOU**

Over the past few months, we have had lots of donations of food, drinks and treats for our hard-working teams.

Thank you to the Salvation Army, who provided hot food and drinks to our vaccination teams.

Thank you to Kent Fire and Rescue who helped us set up the vaccination centres.

Thank you to all the local schoolchildren who sent us pictures to decorate the centres.





# BEING A PARENT

Sophie gave birth to her baby, Rosie, during the COVID-19 pandemic. Sophie didn't know where to go for breastfeeding support.

She said: "I really wanted to breastfeed her, but I was exhausted after the delivery and so stressed because I couldn't get her to latch."

Janet Farrington, who works for KCHFT, helped Sophie and Rosie. They talked about pumping her milk instead of breastfeeding. Rosie is now 2 months old and is doing really well.

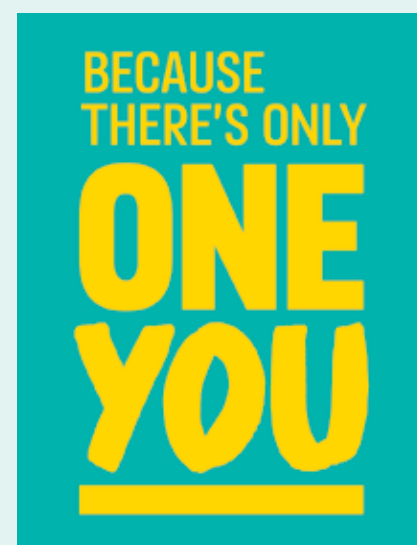
Sophie said: "I would say to any woman who is pregnant or worried; don't worry if things don't pan out the way you planned. Just reach out for help, it will be there."



# IN THE PANDEMIC



Deviyani Saunders was struggling with her health, especially during the pandemic. She has diabetes and two young children to look after so she asked the Health Visiting Team for help.



The team directed Deviyani to Lynda Kent who is a One You Lifestyle Advisor. One You supports people to have a healthier lifestyle, like losing weight and stopping smoking.

Deviyani said: "Lynda saved my life in a way. She listened to me and allowed me to get all these feelings out. After a few weeks, I felt so much better."



Lynda said: "She is a fantastic mum and talented. She should be proud of everything she has achieved. She is now feeling more positive about caring for herself, walking more and eating more healthily to support her recovery."



# TALKING ABOUT HIV



KCHFT helps to run a peer support group for people who have HIV. They can talk to each other about what it's like to have HIV and give support.

Steve Bamford is in the group. He said: There is nothing else like this in Kent, where I can sit down and talk with people with HIV. We share concerns, thoughts and ideas and can offer each other practical and emotional support."

"There is still a stigma about the virus and some people don't tell anyone, including their family and friends. One thing about keeping it to yourself is that you don't then have a support network."

The Sexual Health Team can refer people to the group, which meets online. People can keep their cameras off if they like and ask questions and join in the conversation.



Juliette Wales, who works for KCHFT, helped to set up the group. She said: "Our Sexual Health Service is always looking at what it does and seeing if things could be done in better or different ways.

"From the feedback, people who are HIV positive wanted some emotional support. They said that while our services looked after their physical health very well, there was not so much to help them emotionally."



Steve really wants to help others so he has done some training to become a peer mentor. This means he can give individual peer support to people who don't want to join a group.

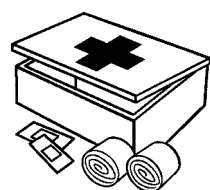




# Services to help you



If you have hurt yourself or feel unwell you may be able to get help at an MIU or UTC. Phone 111 for help before you go. If you are in danger or badly hurt, you should phone 999 or go to A&E.



## MIUs and UTCs you can go to

### Edenbridge and District War Memorial Hospital

**Address:** 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

**Address:** 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

**Address:** Radnor Park Avenue, Folkestone CT19 5BN  
**Phone:** 01303 852727  
8am to 8pm, every day of the year.  
**X-ray:** 9am until 4.45pm, Monday to Friday.

### Sevenoaks Hospital

**Address:** 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

**Address:** 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

**Address:** 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

**Address:** London Road, Deal CT14 9UA  
**Phone:** 01304 865437  
8am to 8pm, every day of the year.  
**X-ray:** 9am until 4.45pm, Monday to Friday (closed bank holidays).



## Visit website

[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 go if you are unwell or have hurt yourself

### Canterbury

**Address:** Kent and Canterbury Hospital, Ethelbert Road, Canterbury CT1 3NG  
**Phone:** 01227 864244  
**Website:** [www.ekhuft.nhs.uk](http://www.ekhuft.nhs.uk)  
Open 24-hours-a-day  
**X-ray:** Open 24-hours-a-day

### Faversham

**Address:** Faversham Health Centre, Bank Street, Faversham ME13 8QR  
**Phone:** 01795 562011  
**Website:** [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

### Crowborough

**Address:** War Memorial Hospital, Southview Road, Crowborough TN6 1HB  
**Phone:** 01892 337241  
**Website:** [www.sussexcommunity.nhs.uk](http://www.sussexcommunity.nhs.uk)  
8am to 8pm (last booking is at 7.45pm), every day of the year (closed Christmas day)  
**X-ray:** 9am to 4.15pm, Monday to Friday.

### Herne Bay

**Address:** Queen Victoria Memorial Hospital, King Edward Avenue, Herne Bay, Kent CT6 6EB  
**Phone:** 01227 594756  
**Website:** [www.parksurgery.net](http://www.parksurgery.net)  
8am to 8pm, every day of the year.  
**X-ray:** 8.30am to 1pm and 2 to 4pm Monday to Thursday

### Dover

**Address:** Buckland Hospital, Coombe Valley Road, Dover CT17 0HD  
**Phone:** 01304 222621  
**Website:** [www.ekhuft.nhs.uk](http://www.ekhuft.nhs.uk)  
8am to 8pm, every day of the year  
**X-ray:** 9am to 4.45pm, every day of the year (closed on Christmas day)

### Whitstable

**Address:** Estuary View Medical Centre, Boorman Way, Whitstable CT5 3SE  
**Phone:** 01227 284309  
**Website:** [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.

### East Grinstead

**Address:** Queen Victoria Hospital, Holtye Road, East Grinstead, West Sussex RH19 3DZ  
**Switchboard:** 01342 414000  
**Website:** [www.qvh.nhs.uk](http://www.qvh.nhs.uk)  
8am to 8pm, every day of the year.  
**X-ray:** 8.30am to 5pm, Monday to Friday 9am to 1pm, Saturday 10am to 1pm Sunday and bank holidays.

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

## Dental


If you live in Sandwich or Ramsgate, you can make an appointment with the dentist on:

 **0300 303 4930**



## Kent Contenance Service

If you have problems with weeing or pooing, you can talk to someone on:

 **0300 790 0310**



## Learning Disability Team

If you would like help from the Learning Disability Team, you can talk to someone on:


 **0300 1234 195**

 **kentchft.ldsref@nhs.net**



## Patient Advice and Liaison Service (PALS)

If you are unhappy with your care, you can talk to someone from PALS on:

 **0300 123 1807**

**07899 903499**

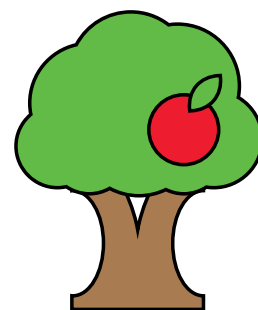
 **kentchft.pals@nhs.net**



## Sexual Health

If you need a sexual health appointment or have a question, you can talk to someone on:

 **0300 790 0245**



If you have a learning disability, you can say **'Apple Tree'** on the phone and you can have a longer appointment.

**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.

 **01303 228838**

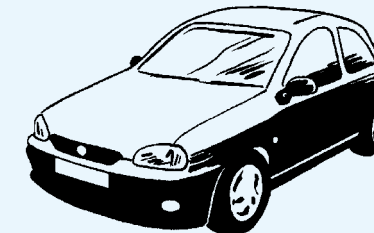


## South East DriveAbility

If you have a disability and you want to drive, you can talk to someone on:

 **0300 013 4886**

 **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.

 **0300 123 1554**



**www.kentcht.nhs.uk/nails**



## Advice for carers



### Carers Trust

This is a national charity that has services for carers.

**Phone:** 0300 772 9600

**Email:** [info@carers.org](mailto:info@carers.org)

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

### Carers UK

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

**Phone:** 0808 808 7777

**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)

**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

**Emergency 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**



# 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.