

Participation Matters



News and updates

September 2021

Welcome to the third edition of Participation Matters, a newsletter produced by the People's Network with stories from volunteers and representatives and information about what we do across the trust.

We hope you enjoy reading this newsletter. If you'd like to get involved in:

- staff interview panels
- designing projects, staff training and patient leaflets
- patient-led assessments of the care environment (PLACE)
- We Care reviews
- governance and engagement groups and meetings
- volunteering
- and much more ...

you can find our contact details at the bottom of this newsletter.

Meet ...

Maisie Spicer, learning disability practice partner

Maisie has worked with KCHFT for almost two years, getting involved with teams across the trust as a learning disability practice partner. Maisie once worked closely with the [learning disability team](#), creating Easy Read documents and doing general administration work. She also went out on visits with the nurses to support people who have severe learning disabilities. Maisie is currently taking part in interview panels for roles in occupational therapy, physiotherapy, nursing and social care.

Maisie is also working with the Patient and Carer Partnership Team to support a new project called Ready Steady Go Hello. The project is being led by the learning disability team to support a better transition between children and adult services.

A series of focus groups have taken place with service users and families to understand their experience of transitioning to adult services.



Maisie said: "I helped come up with some of the questions that we could ask patients and their families that we could ask at a focus group for young people transitioning. We, as a team, thought that it would also be really good for a survey to go out to parents of people transitioning. Some of the questions we came up with were 'did you feel involved' and 'did people listen to you if you had any questions?'"

Maisie was keen to get involved with this project as she has also experienced the transition between child and adult services. Maisie said: "I was diagnosed with chronic liver disease and short gut syndrome after I was born. Growing up I had to attend regular hospital appointments with the doctor.

"At the age of 18 I then got transferred up to the adult liver unit. I had a range of emotions about transferring to adult services. It was quite exciting and nerve wracking but sad at the same time knowing that I was leaving a doctor who has looked after me since I was born. But now I am under the care of two doctors, I feel very blessed and extremely lucky to have them."

Maisie has been an asset to many teams at KCHFT and has used her experience to support projects across the trust. Maisie said: "Being a part of the NHS family has always been a dream of mine, to work for such a big company that helps people and their health and wellbeing. Knowing that I am giving back to the NHS is honestly a dream come true."

Get involved

Quality improvement (QI)

We need your voice on our QI project teams, as what you have to say is important to us. The teams are looking to identify where there might be problems, how we can overcome them and what we can do to make our services better. We need patients, service users, families and carers to help us.

You could help us virtually or in person (once COVID-19 restrictions are lifted), simply by attending occasional project meetings or by letting us know your views.



Get in touch and tell us if you have used our services, what your interests and skills are - and we can match you to a project. You can also complete our [QI training](#), giving you the skills and know how to start a project of your own.

You can find more information about QI on our website [here](#). If you would like to get involved, please contact our QI team by emailing kentchft.qi@nhs.net.

QI conference

This year's QI conference will include guest speakers, presentations and workshops. Our own QI projects will be under the spotlight and there will be a chance to meet the team.

The event takes place from **9.15am to 4pm on Thursday, 7 October**. In person bookings are now sold out but you can attend virtually by confirming your place [here](#). You can drop in for as little or as much as you like.

If you would like more information before booking, please email kentchft.qi@nhs.net.

Volunteer joins the podiatry team

After identifying a gap in their patient experience feedback, the podiatry team enlisted the help of Sarah Ansell, a member of the People's Network, to phone patients following a visit from the team.

Sarah volunteers from her home, phoning patients confidentially to carry out the patient experience surveys.

"It has been a joy to phone the patients and hear about their recent treatment. Most patients are so grateful they can receive treatment at home and speak highly of the podiatrists.

"As with any new project, it has come with its challenges and has had to adapt to meet the needs of the patients. Being a retired nurse, this project has given me the chance to do what I enjoy again: interacting with patients."

This has been identified as a QI project, with more of our services coming forward requesting support from our volunteers.

Are you interested in carrying out patient experience surveys from your home? For more information, contact us at kentchft.engagement@nhs.net.

Volunteers

Husband and wife join vaccination centre team

John Dunkley has been a volunteer administrator at [Victoria Hospital, Deal](#) for several years. With the opening of staff vaccination centres in January this year, he was pleased to join the team at Aylesham Health Centre, along with his wife Sue, a new volunteer.

John and Sue also joined the team at Folkestone when the public vaccination centre opened and have since completed over 100 hours of volunteering.



John said: "We have had many pleasant conversations with interesting people, both NHS staff and those attending for their vaccine at the centres. We would recommend volunteering to anyone."

Thank you to John and Sue, and all other volunteers who supported KCHFT this year, despite all the challenges brought by the pandemic. As our services begin to reset and COVID-19 precautions lift, more volunteer opportunities will become available. You can find out more [here](#).

National campaign calendar

Stoptober - October 2021

Are you thinking of quitting smoking? Join the thousands taking part in [Stoptober](#) - there's never been a better time to quit.

Read Jane's story about how she quit smoking with the help of [One You Kent](#).

"As a hardened smoker of too many years to even think about, I had almost resigned myself to never giving up smoking as every attempt had ended in failure.

"The imminent arrival of my first grandchild however, really focused on my mind, and on a routine visit to my GP, I saw a poster advertising the One You Smokefree Service.



"I contacted them with fairly low expectations of a successful outcome but was desperate to try anything. I was booked in for a local one-to-one support session with a wonderful health advisor. Right from the get-go she was positive I could do it, and together we decided on a quit date and agreed a quit plan.

"There were a range of options available to help me stop and I opted for Champix, a drug that reduces your craving for Nicotine, and much to my surprise, was told to carry on smoking for another two weeks. She also measured my carbon monoxide level and, to my utter shame, told me it was pretty high.

"I was booked in for a series of weekly sessions and as I was walking out the door, was informed that my carbon monoxide level would be checked every week ... to see if I was cheating. That certainly focused my mind! However, the Champix kicked in after about a week and, to my amazement, I found I just didn't want to smoke. I smoked my last cigarette in August 2014 and I have not had another since."

"It would be wrong to say it was easy - it wasn't - but those first few weeks of personal support, and the carbon monoxide readings, were a powerful incentive to keep going in the initial phase of giving up. I found unexpected help through support groups where shared experience proved to be a powerful tool in strengthening my determination to see it through. Seven years down the line my only regret is that I didn't access the help available years ago. If I can do it, anyone can!"

Jane Frith, patient representative

Infection Prevention Week - 17 to 23 October

The [infection prevention and control team](#) have worked tirelessly to support staff, patients and families to help reduce the impact of COVID-19.

With infection prevention week approaching, the team wanted to remind everyone about the key messages to keep safe from COVID-19 when visiting our community hospitals or other sites.

- Regularly wash your hands for 20 seconds or use hand sanitiser
- Wear a face mask
- Maintain social distancing



Alcohol Awareness Week - 15 to 21 November

Alcohol Awareness Week is a chance for us to get thinking about our drinking. It's a week of awareness-raising, campaigning for change and more.

Despite our improving health as a nation, liver disease is one of the few conditions that is increasing in prevalence. People who drink alcohol are more likely to get cancer, with the most common being breast cancer. [Breast Cancer Awareness Month](#) takes place in October.

If you would like support and information about reducing your alcohol intake, you can contact:

- your GP
- [Alcohol Change UK](#)
- [One You Kent](#)

Interested in getting involved?

Email kentchft.engagement@nhs.net or phone 01233 667810 for more information about opportunities across the trust.

Thank you



Our values **Compassionate** **Aspirational** **Responsive** **Excellent**

www.kentcht.nhs.uk