

patient **first**

#patientfirst summer 2014

'The whole experience has been so much better than I expected and the service has been amazing'

Read Nick Sinclair's story on *p8*

**New look
for Maidstone
Hospital reception**
p4

**Event for Trust
members** *p16*



Welcome to the summer edition of Patient First!

In this magazine, you can read a selection of case studies, including features about paramedic Nick Sinclair's back surgery, Diane Yarwood's treatment and fundraising, and Colin Jarrett's experience of a new community service carried out by some of our specialist nurses.

We also have stories about diabetes awards recently given to Chris Taylor and Joyce Savage, as well as features about some of our patients who have been raising money for our wards and departments!

There is also plenty of news from both our hospitals – including information about a refurbishment soon to get underway at Maidstone Hospital, donation of new equipment to complement a lung service we already provide, Patient Advice & Liaison Service (PALS) open days, a brand new eye service for people with diabetic macular oedema and the re-launch of our clean hands campaign, supported by TV personality from 'How clean is your house?', Kim Woodburn.

As always, you can try your hand at our quiz, test the delicious recipe from our very own League of Friends cook book, and find practical advice about local services available to you.

Don't forget, we would love to hear from you – all your feedback and suggestions are gratefully received, so please contact us.

We hope you enjoy this edition of **Patient First** and we look forward to hearing from you.

Best wishes for a happy and healthy summer – we'll be back in autumn!

The Patient First team

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SIGNIFICANT REDUCTION IN C. DIFFICILE CASES

Fewer patients than ever before are developing the *Clostridium difficile* infection in our hospitals.



Between 1st April 2013 and 31st March 2014, staff at Maidstone and Tunbridge Wells NHS Trust reduced cases of the potentially serious infection by 39%. And, we plan to reduce *C. difficile* infections even further over the next 12 months.

Our two hospitals - Maidstone and Tunbridge Wells in Pembury - had 36 cases of *C. difficile* between them over the 12 month period. There were no cases of cross infection between patients.

This is 23 fewer cases than the Trust's hospitals had in the previous 12 months (59 in 2012-13) and exceeds its improvement target (42) for the year.

Dr Sara Mumford (*inset*), the Trust's Director of Infection Prevention and Control, said: "Infection control is at the heart of everything we do for our patients.

"We will not rest. We are doing everything possible to stop avoidable infections."

Dr Mumford said the significant reduction was down to prudent antibiotic prescribing by hospital doctors and proactive treatment of patients who carry the *C. difficile* bacteria.

Between four and eight per cent of people carry the *C. difficile* bacteria naturally and harmlessly in their gut flora. The balance between the gut's good and bad bacteria can

be upset with prolonged use of powerful antibiotics. This is potentially serious for carriers of the *C. difficile* bacteria, which thrives in these conditions and causes the illness.

Dr Mumford added: "One of the leading factors in reducing cases of *Clostridium difficile* in our hospitals has been prudent antibiotic prescribing.

"We are also screening patients who come into hospital with diarrhoea symptoms. This is enabling us to proactively identify patients who carry the *C. difficile* bacteria and treat them with appropriate medication to stop the bacteria developing into the actual illness.

"Stopping *C. difficile* cross infection throughout the year reflects the high standards of infection control practiced by our doctors and nurses and the cleanliness of our wards and departments."

The Trust also took the lead in 2013-14 in developing a health card for people who have had the *C. difficile* illness or are known carriers of the bacteria. The card alerts doctors and nurses to their status and helps ensure appropriate medication is given to stop them developing the *C. difficile* illness while undergoing treatments involving antibiotics.

There were 21 cases of *C. difficile* at Maidstone Hospital in 2013-14 and 15 cases at Tunbridge Wells Hospital in Pembury.

NEWS FROM YOUR

PALS open days – come and tell us what you think

The Patient Advice and Liaison Service (PALS) plays an important role in gathering information about patients' experiences of our hospitals, whether it is good or bad. In the next few months, we will be launching a regular programme of PALS Open Days, where the PALS team will be locating themselves in prime areas, such as main receptions, outpatient areas and maybe even A&E, making it even easier for you to tell us what you think.

They will be on hand to talk to you about your experiences of the hospitals and gather any comments or suggestions you have about what we

are doing well and what we could do better.

As part of this programme, we will be hosting PALS Open Evenings as well, so that visitors later in the day will also have opportunities to benefit from this new initiative.

Please look out for the dates on our website and social media pages.

Outside these specific events, PALS can be contacted on 01622 224960 or 01892 632953 or you can email them at mtwpals@nhs.net. We have designated PALS offices at both hospitals which are staffed Monday to Friday.



Acute Oncology Nurses join the team

Two new Acute Oncology Nurses are now providing specialist advice and support to our cancer patients.

Andrew Brown and Roz Yates will be specifically helping patients who become acutely unwell as a result of their condition, or as a result of the treatment they are receiving, as well as those who have symptoms which could be related to rare forms of the disease or who have had a diagnosis of cancer where the primary is unknown.

Both Andrew and Roz are working across Maidstone and Tunbridge Wells, and are accepting referrals from various wards and the A&E departments.

The introduction of an Acute Oncology Team has proved very successful in other Trusts, such as East Kent, where nurses have helped many people by providing specialist advice and support, liaising with other healthcare professionals involved in a patient's care and working with community colleagues to avoid unnecessary hospital admissions, amongst many other things.

New look for reception area at Maidstone Hospital

TheTrust will soon be starting a project to create a more welcoming entrance for patients, visitors and staff at Maidstone Hospital. The main entrance area has not been updated for many years and this new redevelopment will help to provide a more open reception desk, improved facilities and clearer signage.

The League of Friends shop will move to a larger premises nearer the main entrance (where a waiting room is currently located) and the current ground floor café will be expanded.

Director of Estates and Facilities for



the Trust, Jeanette Rooke, said: "We are delighted to be working with the Maidstone Hospital League of Friends on this exciting new project, which will give the main entrance area a cleaner, fresher appearance with clearer information and a warmer welcome for our patients, visitors and staff."

#patientfirst

Being very well looked after at Tunbridge Wells Hospital. Staff are brilliant #feelinggood

#patientfirst

@MTWnhs Thanks for looking after my grandad so well these last few days; all staff have been amazing and ensured he's still with us

HOSPITALS

New consultant joins eye clinic

A specialist eye consultant has joined the Trust. Goncalo Almeida, a consultant ophthalmic surgeon, is based in the Eye, Ear and Mouth Unit at Maidstone Hospital.

A medical retina and uveitis specialist, Mr Almeida will also be the Trust's diabetic retinal lead.

Mr Almeida runs two diabetic retinal and uveitis clinics each week, and an outreach clinic in Medway. He sees around 130 patients every week, many of whom receive regular treatment for problems with the back of the eye, such as diabetic retinopathy, retinal vascular problems, inflammation of the retina and optic nerve, and hereditary eye conditions.

Mr Almeida also performs cataract surgery and laser eye surgery to help improve and restore patients' sight. He conducts injection treatments for macular degeneration and diabetic maculopathy too.

"The eye unit at Maidstone Hospital is one of the largest in Kent, and treats patients from a wide catchment area across the county," says Goncalo Almeida.

He added: "I'm really pleased to be part of this busy eye unit and hope to get involved with running clinical trials that will help find treatments to improve people's sight, as well as hosting more outreach clinics in the future." *See p7 article*



#patientfirst

Just spent the morning in A and E at Tunbridge Wells Pembury hospital. Staff were fantastic. Thank you all so much!

Trust trialling new discharge team

A new dedicated discharge team is now operating across the Trust. Based on a six-month pilot and comprising eight discharge co-ordinators, who are all nurses working as part of a team with ward staff, the discharge team will focus on identifying patients early in the clinical pathway who are likely to have complex medical, housing or care needs on discharge.

Dawn Hallam, the Trust's Discharge Manager, said: "Our team pinpoints complex discharge cases as soon as possible and makes sure the links between, for example, social services, community health and nursing homes happen and are set up well in advance of a patient returning home.

"Having a discharge team also means we can more quickly enable patients to go home as soon as they are fit and with all the right services in place. The Trust then has the opportunity to more effectively manage patient flow through our hospitals and reduce our length of stay.

"The trial is in its early stages, but anecdotal feedback so far suggests the discharge team has freed up ward-based nurses to focus more on patient care and is providing a joined-up approach to how the NHS treats and cares for patients."

Local cardiology service a success with patients no longer required to travel to London

More than 130 cardiology patients have benefitted from a new service that was introduced by the Trust just over a year ago – around 50 more patients than expected.

The electrophysiology service, which comprises two consultant cardiologists, a specialist arrhythmia nurse, outpatient clinics and the Cardiac Catheter Lab at Maidstone Hospital, is the first of its kind in Kent. The service has meant people no longer have to travel to London hospitals to receive specialist assessment and treatment.

An Electrophysiology study (EPS) is a diagnostic test that is used to detect extra electrical pathways in the heart that could be causing abnormal heart rhythms.

Two consultant cardiologists, Dr Laurence Nunn and Dr Dennis Caulfield, set up and operate the electrophysiology service. They treat patients from the age of 16 years and older.

Dr Nunn said: "Before we introduced the service, patients would have been referred to London hospitals to have tests to diagnose and treat

arrhythmias, which for many patients and their families was logistically difficult and stressful.

"Now we can investigate abnormal heart rhythms safely and easily, and treat patients much quicker and closer to home."

Ablation is a treatment that controls or corrects some abnormal heart rhythms, and is carried out at the same time as the EPS. Treatment with ablation has success rates of up to 95% and a very low risk of complications.

Of those 130 patients who have received an EPS, around 80 per cent required ablation.

Dr Nunn added: "Most of the cases we treat are day cases with no need for the patient to be admitted to hospital overnight. Having the service at Maidstone Hospital has hugely benefitted local people."

Dr Caulfield said: "We are now looking at expanding the service to cover other areas in Kent and have plans to diversify the tests and treatments we offer."

Inpatient survey shows Trust building on last year's improvements

Findings from the 2013 inpatient survey for the Trust have been published by the Care Quality Commission (CQC).

The report demonstrates that the Trust has built on the good results and solid improvements outlined in the previous year's survey.

The inpatient survey asked adults who stayed overnight as an inpatient in June 2013 to rate different aspects of their care and treatment. More than 830 patients were eligible to complete the survey, of which 353 people returned a completed questionnaire – a response rate of 42 per cent.

Overall, patients rated the Trust at 8.2 (out of 10), up from 7.9 in 2012, highlighting that patients were satisfied with their treatment and care. Respondents also scored the Trust 9 out of 10, up from 8.8 in 2012, in feeling they were treated with respect and dignity while in hospital.

The Trust showed improvements in 44 areas compared with last year's results, with significant rises in 10 areas. Those where the Trust did particularly well included:

- The length of time on the waiting list
- Patients not having to wait a long time to get a bed on a ward

- Patients being given enough emotional support from hospital staff
- Patients being given enough privacy when talking about conditions or treatment
- Patients being given enough information about what they should or should not do after leaving hospital
- Hospital staff taking family or home situation into account when planning discharge
- Patients being given contact details of people to talk to after leaving hospital
- Hospital staff talking to patients about whether additional equipment or adaptations were needed in the home after leaving hospital
- Overall patient satisfaction with the level of care of treatment received
- Hospital staff sought patient views on the quality of care received

The Trust was ranked among the best performing trusts nationally in four areas. These were:

- The hospital specialist had been given all the necessary information about a patient's condition/illness in advance of the appointment

- Patients did not feel threatened during their stay in hospital
- Patients were given enough privacy when discussing a condition or treatment
- Not being bothered by noise at night

The survey did identify that patients did not rate their choice of food highly and was the only area that the Trust was amongst the worst performing Trusts nationally.

Chief Nurse at the Trust, Avey Bhatia, said: "We are really pleased with the results of the latest inpatient survey, which show that the Trust is continuing to build on the good work and improvements we made in 2012.

"Our staff have worked really hard over the past year, particularly around admissions and discharge planning, and this has been reflected in the survey's positive patient feedback.

"Patient care is our top priority so it is encouraging to know that many people had a good experience and were satisfied with the level of service they received."

She added: "We value feedback from our patients as their comments help us improve the services we provide. However, we are not complacent and will look at enhancing those areas where patients feel we could do better."

Trust sow seeds



Recently, the Trust's Chairman, Tony Jones, along with the editor of the Courier newspaper, Roger Kasper, planted poppy seeds about half way up the path leading from the front of Tunbridge Wells Hospital up to the old chapel.

The planting was the first stage of the Trust's on-going events to mark its history within the World War I centenary commemorations this year. The poppy seeds, which were donated by Notcutts Garden Centre just up the road from the hospital, were spread in the area the Trust will be placing a permanent memorial later on in the year – by which time there should be hundreds of flowers as a fitting backdrop.

Tunbridge Wells Hospitals received and treated many casualties of the first World War, Belgian soldiers being amongst the first, towards the end of 1914.

Maidstone United footballers visit

Footballers from Maidstone United Football Club visited children on Riverbank day ward at Maidstone Hospital and Hedgehog Ward at Tunbridge Wells Hospital in April to distribute Easter eggs and talk to the youngsters.

The Easter eggs, which were donated by Tesco, were eagerly received by our young patients!



New eye treatment means fewer trips to the hospital

A new long-lasting eye treatment for patients with vision loss has been introduced by the Trust. A tiny implant that slowly releases a drug is inserted into the eye and lasts for up to three years. Previously patients were required to have injections every month.

The implant is used to treat patients with diabetic macular oedema, a condition that affects some people with diabetes and causes damage to the light-sensitive layer at the back of the eye. It helps to reduce inflammation and the swelling that builds up in the macula as a result of the condition.

Goncalo Almeida, consultant ophthalmic surgeon and the Trust's diabetic retinal lead, said: "The implant is injected into the back of the eye and is ideal for patients for whom other treatments for diabetic macular oedema have failed.

"The implant works for 36 months, which is much better than the alternative monthly injections as it means patients need fewer trips to the hospital.

"The injection has been proven to improve vision and is offered to patients that would not respond well to standard treatment, or that were previously thought to be untreatable. This new service will be of huge benefit to many of our patients."

The Trust expects to treat around 50 patients a year. The injection is administered in theatre by an eye specialist and helps to improve damaged vision or prevent it from getting worse.

'Queen of clean', Kim Woodburn, supports Trust's Clean Hands campaign

'Queen of Clean', television presenter and personality, Kim Woodburn, is backing the Trust's Clean Hands campaign.

Officially launched in May, the aim of the campaign is to ensure that staff, visitors and patients remember and understand the importance of good hand hygiene.

"It is absolutely imperative visitors, staff and patients wash their hands well and use the hand gel supplied in the Trust's two hospitals prior to entering, and on exiting, a ward," says Kim.

"Hands can pick up dirt, germs and bugs from everyday tasks or objects, such as door handles, phones and computers. It is therefore vitally important that people wash their hands thoroughly, paying particular attention to the thumbs and fingernails.

"People recovering from an illness or operation are in a very fragile state and they just don't have the strength to fight off infections. I feel very strongly that, if visiting or caring for someone in hospital, we should all practice the very highest levels of hand hygiene. It's common sense and shows we respect everyone's health."

Most health care-associated infections (HCAI) are preventable through good hand hygiene – cleaning hands at the right times and in the right way. With good hand hygiene, the risk of C.diff,

MRSA, E.coli, amongst many others, can be minimised.

Dr Sara Mumford, the Trust's Director of Infection Prevention and Control, said: "Infection control is at the heart of everything we do for our patients. We will not rest. We are doing everything possible to stop avoidable infections and hand-washing is the simplest and most effective way that everybody can help us to achieve our goal.

"We hope this campaign will remind people how important it is to wash hands regularly and thoroughly. We are very grateful for Kim Woodburn's support in helping us raise the profile of and promote good hand hygiene."

Kim added: "Washing your hands is such a simple and quick task, but can really help avoid illness and medical complications for patients who may already be in poor health.

"We all have a responsibility in ensuring we minimise the spread of infection."

The Trust plans to launch a brand new Clean Hands poster campaign, to help maintain the profile of good hand hygiene, later in the year.

Between 1st April 2013 and 31st March 2014, staff at the Trust reduced cases of the potentially serious infection, C. difficile by 39%. This is 23 fewer cases than the Trust's hospitals had in the previous 12 months (59 in 2012-13) and exceeds its improvement target (42) for the year.



Case Studies

NICK SINCLAIR



As a paramedic, 38-year-old **Nick Sinclair** has always been physically active, often lifting and supporting patients and equipment as part of his every-day duties. When a back problem left him in agony and barely able to walk, the time came for Nick to reassess his situation and consider something he had always said would be a last resort – surgery.

Nick Sinclair lives in Harrietsham, near Maidstone, with his wife, Helen, and daughter, Abigail. He has worked as a paramedic for 20 years and had not suffered with any significant back problems until the end of last year (2013).

Nick said: "I spent Christmas at work with quite significant back pain, which I was managing day-to-day, generally with painkillers. In the new year, we went to Cambridge on holiday and when we arrived, I literally couldn't get out of the car because of the pain."

Nick went to a walk-in centre for medication but was unable to walk or stand for any length of time. Once home, he saw a physiotherapist and went to his GP, who referred him for an MRI scan to identify the problem.

The MRI scan showed a herniated disc (also often referred to as a

'slipped disc'), which was pressing on to a nerve.

"The results of the MRI scan explained the severity of the pain I was experiencing," said Nick, "I was referred to the Pain Clinic at Tunbridge Wells Hospital and then on to Mr Neil Slater, an orthopaedic surgeon, for an opinion."

It was decided that the best option for Nick would be surgery to remove the ruptured disc material.

"Like everyone, I had always said that surgery would be a last resort but because Mr Slater and the other staff were so confident, efficient and reassuring, it made me feel much less daunted," said Nick. "Of course, I knew there were risks but I had to accept them if I wanted to resolve the problem."

On Monday 14 April 2014, Nick was admitted to Tunbridge Wells Hospital for the operation. The procedure involved lifting a muscle on the right hand side of Nick's spine, then drilling a hole into the spine itself to remove the damaged material, which was pressing on the nerve. The procedure took around an hour and went extremely well.

Nick said: "I woke from the anaesthetic and felt perfectly normal. The day after the operation, I was allowed out of bed. I walked from my room to the end of the ward – the furthest I had been able to walk in four months.

"On the same day, I was seen by a number of different people from the hospital, including Mr Slater, Occupational Therapy and physiotherapy, before being discharged at 6pm – just a little more than 24 hours after my surgery."

In the week after the procedure, Nick was not allowed to sit for more than twenty minutes at a time to ensure there wasn't too much pressure on his spine. He was also referred, as an outpatient, for physiotherapy to encourage flexibility and to aid his recovery.

'I still have some pain, and I still have pins and needles in my foot but there is no doubt that it is all much better'

Nick said: "I feel like I can do a little bit more every day. I still have some pain, and I still have pins and needles in my foot but there is no doubt that it is all much better. I finally feel like my back can move again, after months of it being completely rigid.

"The whole experience has been so much better than I expected it to be and the service I have had has been amazing. I have seen a raft of consultants and other staff, and everyone has been extremely reassuring and professional.

"I have always said I would avoid having surgery but I am so glad that I had it done. Before the surgery, the pain was so bad, and I was so limited with what I could do, I wasn't really living, I was just existing. Now, although there are restrictions, I can do what I want to do. It's still early days but I feel confident in my recovery and completely trust the experts I have seen at Tunbridge Wells Hospital."



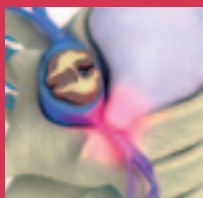
MRI SCANS

Magnetic resonance imaging (MRI) is a type of scan that uses strong magnetic fields and radio waves to produce detailed images of the inside of the body.

WHAT IS A HERNIATED DISC?

A slipped disc, also known as a prolapsed or herniated disc, is where one of the discs in the spine ruptures and the gel inside leaks out.

This can cause back pain as well as pain in other areas of the body.



The sciatic nerve is often affected in cases of slipped disc. It is the longest nerve in the body and runs from the back of the pelvis, through the buttocks, down both legs to the feet.

If pressure is placed on the sciatic nerve it can cause:

- a lasting, aching pain
- numbness
- a tingling sensation in one or both legs.



TREATING A HERNIATED DISC (SLIPPED DISC)

It can take about four to six weeks to recover from a slipped disc. Treatment usually involves a combination of physical therapy, such as massage and exercise, and medication to relieve the pain.

Surgery to release the compressed nerve and remove part of the disc may be considered in severe cases, or if the pain continues for longer than six weeks.

In many cases, a slipped disc will eventually shrink back away from the nerve, and the pain will ease as the disc stops pressing on the affected nerve.



HOME VISITS

From November last year, MTW has been trialling a new initiative which sees specialist nurses visit patients, who have been discharged from hospital, at home.

The initiative has been trialled in three areas of care – respiratory, stroke and fractured neck of femur (broken hips).

Here, Jane Jarrett, the wife of one of our respiratory patients, tells us why they are in full support of this new service.

In early January of this year (2014), Colin Jarrett, 72, from Bearsted, was taken to Maidstone Hospital by ambulance suffering from severe Chronic Obstructive Pulmonary Disease (COPD).

He was admitted to Chaucer Ward for treatment before being discharged home after a stay of five days.

His wife, Jane, said: "While Colin was in hospital, my daughter and I were there a lot. We wanted to hear what the clinicians looking after Colin had to say and what needed to happen with his care. There was total flexibility in us being there, no one minded and we were involved in the discussions about his treatment. We spoke to a lot of people and were kept very well informed.

"In fact, over the years, we have always been very happy with the service we have received from the hospital. What made it stand out this time was what happened after we got home.

"He had been home around a week, when Jo the respiratory nurse and Claire, the respiratory practitioner assistant, who form part of the COPD Community Care Team, came to see him to check

up on how he was doing after coming out of hospital. They noted various pieces of information, including the fact that Colin was waiting for the delivery of home oxygen that would help his breathing when he was walking. The following week, Natasha, the respiratory physiotherapist came for the first time and went through a routine of exercises to help him with his recuperation. Natasha has come at regular intervals and Colin's mobility has very much improved. Cheryl, the specialist respiratory nurse has also visited to check on his oxygen use and give further help and advice.

"Sometimes, I think people feel a little bit abandoned when they come out of hospital. That certainly wasn't the case for us. We have been so thrilled with the service we have received and felt that the whole experience was brilliant. The two-way conversations we had with clinicians in the hospital were fantastic and the after-care was great.

"We came home with lots of information, contact numbers and feeling confident about the support we had in place. I wouldn't hesitate to contact one of the specialist nurses now if we needed them. We have had excellent service and a very positive experience in the circumstances."

Case Studies

BREAST CANCER SURVIVOR RAISES FUNDS FOR BREAST CLINIC



Diane Yarwood has been involved with the Peggy Wood Foundation cancer charity for around 15 years. But after being diagnosed with breast cancer in 2010 she has turned her attention to helping the Peggy Wood Breast Clinic at Maidstone Hospital.

Here, Diane tells her story of surviving cancer and why she's more inspired than ever to raise funds for breast cancer.

In 2010 Diane, who lives in Maidstone, attended a routine mammogram in the mobile unit at Maidstone Hospital. She was called back for further investigative tests at the Peggy Wood Breast Clinic after the scan revealed inconsistencies.

Diane said: "I had a biopsy at Maidstone Hospital and I was fairly shocked to be told that I had pre-invasive cancer. I always thought that breast cancer would be a lump, but I've since discovered there are so many different forms of cancer.

"Pre-invasive cancer can be just one or a handful of rogue cells and can't be detected by self-examination of the breasts. The good news though was that my cancer was in its early stages and curable, but only if I had a mastectomy."

She added: "The staff at Maidstone Hospital were superb and talked through all the options with me. The clinic put me in touch with a patient who had been through a similar experience, which was incredibly useful and really helped me understand what would happen to me. It was so good just to talk to someone that had already been through the treatment and come out the other side."

Just a few months after her initial diagnosis, Diane underwent a six-and-

a-half hour operation to remove her left breast and have reconstruction surgery.

"I remained really positive throughout the experience and I felt like someone was definitely looking out for me, and that everything would be okay. I had wonderful treatment and my consultant was brilliant. I can honestly say I was delighted with the end results," she explained.

Diane said her experience made her determined to make more people aware of the importance of attending regular mammograms, and that she wanted to refurbish the Peggy Wood Breast Clinic.

"If it wasn't for a routine mammogram, my diagnosis and prognosis could have been very different. It's absolutely imperative women have regular mammograms as the scans can detect cancerous cells before they become a tumour. Ideally I'd like to see mammograms given every year. Women have an option before the age of 50 to pay for a private mammogram through the clinic," said Diane.

She added: "However as a result of my experience, one of the things that struck me when I first visited the clinic was that the waiting area was not very comfortable and there were no facilities.

"People coming to the clinic are likely to be quite nervous and I wanted to make it more comfortable for patients who are waiting for appointments or their results. I also wanted to commemorate the person that the clinic was named after by

adding a framed photograph of Peggy."

With this in mind, Diane set her mind to refurbishing the clinic. This year, she has organised several fundraising events to help her reach her target of £5,000. They have included a coffee morning, sponsored walk and pampering evening at the House of Fraser store in Fremlin Walk, Maidstone.

Diane intends to purchase 45 new chairs, TV screens and tea and coffee making facilities as well as provide a range of information leaflets for patients to read and artwork displayed on the walls.

"I've received some amazing support and offers of help, and already raised a substantial amount of money for the project. As a result I have been able to make some changes to the waiting area. Particular thanks go to Babs Hubbard, from JBH Refurbishments, who read my plight in the local newspaper and has offered practical assistance."

So far, the room has been painted, plants and TV screens have been added, and artwork has been donated by two A Level art students from Invicta Grammar School.

"I knew Peggy well and, as a Trustee of the Peggy Wood Foundation, I really want to make sure the memory of her outstanding fundraising and charitable efforts are not forgotten. And where better to remember her, her legacy and the fundraising efforts of the Foundation, than in the clinic that is named after her!"

WHAT IS DCIS?

Ductal carcinoma in situ (DCIS) is a common type of non-invasive breast cancer. Ductal means that the cancer starts inside the milk ducts, carcinoma refers to any cancer that begins in the skin or other tissues (including breast tissue) that cover or line the internal organs, and in situ means "in its original place." DCIS is called "non-invasive" because it hasn't spread beyond the milk duct into any normal surrounding breast tissue. DCIS isn't life-threatening, but having DCIS can increase the risk of developing an invasive breast cancer later on.

When you have had DCIS, you are at higher risk for the cancer coming back or for developing a new breast cancer than a person who has never had breast cancer before. Most recurrences happen within the 5 to 10 years after initial diagnosis. The chances of a recurrence are under 30%.

THE PEGGY WOOD FOUNDATION

Peggy Wood began raising funds in 1980, when her grandson, Danny Chandler, was diagnosed with leukaemia at the age of two and a half.

Appalled by the lack of medical equipment to treat him in his home town, Peggy began what would become a long campaign to equip Maidstone Hospital with life-saving equipment for their cancer patients.

From 1980 until her death in 2006 she was the inspiration in raising £3.5 million through her charity, the Kent Leukaemia and Cancer Equipment Fund. She helped set up the area's first self-referral breast screening service for women over forty and an ambulance service to take sick children to and from London for treatment.

In April 2004, Maidstone Hospital unveiled its £3 million breast care centre, which was named after Mrs Wood as a tribute to her efforts. The charity was renamed the Peggy Wood Foundation in praise of her fundraising efforts on behalf of the thousands of patients she helped.

The Peggy Wood Foundation shop is located in Mill Street, Maidstone.



Ground-breaking programme **Coping with Crying** launches across Maidstone and Tunbridge Wells to help support new parents

A new NSPCC programme, 'Coping with Crying' has been launched across Maidstone and Tunbridge Wells. 'Coping with Crying' is a pilot programme that aims to support new parents with the stress that they can feel when their baby cries. It involves showing parents-to-be or recent parents a powerful new film about caring for a crying baby.

The DVD will be given to all new parents living within the Maidstone and Tunbridge Wells area to watch, usually at home, in the first few days after they have had their baby. The film will be left by the Trust's community midwives, with families, for a few days and will then be collected by the community midwife when they discharge mum and baby. Parents will be given the option of providing feedback on the film should they want to.

The film will be also be shown to new parents at the Birth Centre at Maidstone Hospital during their stay there, using equipment purchased by the NSPCC.

The NSPCC film provides parents with a range of supportive tips and advice about soothing a baby and managing their own stress. It also tells them about the dangers of shaking a baby. It was created in partnership with experts at Warwick Medical School and Great Ormond Street Hospital, and is based on a similar programme in America which reduced the number of babies who suffered from non-accidental head injuries by nearly half.

A Trust spokesperson said: "This is a great project which we think will be beneficial to many families. We feel very fortunate to have the opportunity to participate in the initiative and work alongside the NSPCC."

Extension to service helps Trust to continue leading the way in lung cancer and bronchial care



A service launched by Maidstone and Tunbridge Wells NHS Trust (MTW) at the start of October last year, has progressed thanks to another generous donation by the Peggy Wood Foundation cancer charity.

The Endobronchial Ultrasound (EBUS) can help with carrying out an accurate biopsy of lymph glands, via a bronchoscope with an ultrasound sensor tip and a processor, which assists in diagnosing and accurately staging lung cancer. It also helps in diagnosing other types of cancers.

With the donation of more equipment, a microscope, camera and HD monitor, the EBUS service is now complemented by a Rapid access Onsite Slide Evaluation (ROSE) service, which means consultants performing the procedure should know immediately if an adequate sample has been taken from a patient's lymph glands and results can be confirmed, with further testing, in a matter of days.

Prior to the EBUS and ROSE services being introduced, patients had to travel to London, which sometimes resulted in a two to three week delay in examination and then further weeks lost waiting for results.

EBUS and ROSE complement the Endoscopic Ultrasound (EUS) service already run by our Trust. MTW is the

only Trust in Kent to provide both EBUS with ROSE techniques, as well as having EBUS and EUS on the same site for the investigations of lymph glands.

Although the ROSE technique has been in use for some time with borrowed equipment, the official handover of the new, donated equipment last week, means the service is officially, and permanently, in place for our patients.

The ceremony to hand over the equipment took place in the Endoscopy Unit at Maidstone. It was handed over by Bryn Annis (Chairman of the Peggy Wood Foundation) to Dr Syed Arshad Husain (Respiratory Consultant) and Avey Bhatia (Chief Nurse for the Trust), and there were other members of the EBUS and Endoscopy staff present, along with a group of patients.

Mr Annis said: "The Peggy Wood Foundation has been very pleased to help and collaborate in projects like EBUS, which are focused on improving cancer services for local cancer patients. Since October 2013, there has been a real improvement in diagnosing and treating these cancer patients, which is

very heartening knowledge for our charity."

Dr Husain said: "We are extremely grateful to the Peggy Wood Foundation for their excellent support in helping us to set up the EBUS services in the first place, and also for helping us to introduce the EBUS and ROSE services. These services are very important elements of ensuring results are obtained quickly and effectively, at the earliest opportunity."

Avey Bhatia said: "We are all very thankful to the charity in collaborating with us and helping us to progress the services we provide."

One patient, from Maidstone, said: "I am totally supportive of these new services. The speed of the tests I had was very helpful and the staff have been brilliant."

Another patient, from Tunbridge Wells, said: "This service saved my life. It's that simple. The process was so quick and that makes a huge difference. I had a diagnosis within three or four days of having the tests, then immediately had chemotherapy and surgery. Now I have the all clear."

Case Study

HAYLEY & FREDDIE



Three years ago, 29 year old Hayley Martin (pictured with son, Freddie), from Maidstone, was diagnosed with bowel cancer and, after surgery, began having regular chemotherapy treatment in Charles Dickens Ward at Maidstone Hospital.

Since that time, she has tirelessly fundraised for the ward, helping to buy equipment which benefits the many patients who receive their treatment there.

"I started my treatment on this ward three years ago," said Hayley, "and I started fundraising at about the same time, as did many of my friends and members of my family. Collectively, we have had golf days, taken part in challenges and provided prizes for raffles, all to help raise money for the unit."

Hayley's latest fundraising venture is a grand ball on August 1st which has already sold out! It will take place at the Weald of Kent golf club and there are plans for a silent auction and a raffle to raise more money on the night.

"Initially, after my diagnosis, surgery and chemotherapy I was given the all clear, and I went on to have my son, Freddie, who is now a year old. However, last year, exactly two years to the day after my initial diagnosis, I was told the cancer had returned – so now, I am back in Charles Dickens ward every other week having my chemotherapy treatment," Hayley

said, "I know the staff really well now and although it must sound strange, I look forward to coming in as everyone is so lovely. The nurses, and my consultant, Dr Hill, are amazing. They make me laugh and keep me positive, and I want to do everything I can to help support the ward and the hospital."

Thanks to Hayley's hard work, Waitrose in Allington made Charles Dickens Ward one of their chosen charities in-store during May. Customers are given tokens when they pay for their shopping to donate in to a number of featured charity boxes and Waitrose then convert those tokens to money. The venture raised £511 for the ward, which will go towards the refurbishment of a new monitoring room on the unit.

Unit Manager, Keli Tomlin, said: "We are so grateful to Hayley and her family and friends' ongoing support. Their tireless fundraising has allowed us to buy items and equipment to benefit our patients which we otherwise would not have been able to purchase. The whole ward wants to say a huge thank you to them all for everything they do for us."

#patientfirst

@MTWnhs would just like to thank all the nurses that looked after me in SAU so kind and friendly from arrival at midnight to discharge

CHEMOTHERAPY INFORMATION DVD FOR PATIENTS

Kent Oncology Centre has started to provide a specially produced chemotherapy information DVD for patients.

Chemotherapy is a complex treatment requiring a long and detailed consultation, during which the oncologist must convey lots of important information to often anxious patients. As a result of there being so much to take in, often patients recall very little of what they are told.

Following the success of a similar information DVD about breast radiotherapy, a group of consultant oncologists (Drs Russell Burcombe, Rema Jyothirmayi, Catherine Harper-Wynne, Henry Taylor, Riyaz Shah, Amanda Clarke, Jeff Summers and Justin Waters) and senior chemotherapy nurses (Louise Farrow, Amanda Blurton, Keli Tomlin) produced a 30 minute programme, filmed in the Kent Oncology Centre, explaining the rationale, practicalities and side effects of chemotherapy.

Patients receive a copy of the film at their initial oncology consultation and are asked to view it before they attend their first visit to the chemotherapy suite to plan their treatment.

Initial feedback from patients has been very positive.

The film will be uploaded to the KOC and UK Chemotherapy Partnership websites, to share best practice, and will be used at all chemotherapy units across Kent.

A non-promotional educational grant from pharmaceutical company Pierre Fabre funded the project.

#patientfirst

Also, can I state, nothing but praise for @MTWnhs Pembury Hospital. Minimal wait times, kind staff, spotless hi tech facilities

#patientfirst

Great service from Maidstone Hospital today, 2 departments visited in an hour! #goodoldnhs



Photographs: Jim Baker, who is a grounds man at TWH.

Grounds and gardens at Tunbridge Wells Hospital

The grounds at the Tunbridge Wells Hospital are surprisingly interesting - behind the day to day buzz of hospital activity, there are 9.8 acres of wild meadow and woodland. These diverse habitats are the home to many species of birds and animals, including three protected species. During the six years since we started the new hospital project, we have seen a huge variety of wildlife including foxes, deer, badgers, rabbits, woodpeckers, and of course our three special and protected residents, dormice, bats and slow worms (which are surprisingly not slow at all!).

Managing this environment falls to the Interserve FM's Grounds and Gardens team, who have their work cut out for them! Cutting all of the grass areas alone can take a couple of days, then there is the woodland areas to manage, felling trees which have been damaged or reached the end of their lives, replanting, and managing the borders (last year this team planted over 5,000 new flower bulbs). It is a huge task.

During the high winds earlier in the year around 15 trees became unsafe and had to be felled, not to mention checks made on all the other trees to ensure the areas were kept safe. Once trees are felled they aren't taken away or burnt, they are left in the woodland areas to naturally decay, becoming the homes for a huge

range of insects, which in turn become the food supply to the birds and their young. Additionally, once a tree has been felled it has to be replaced, but rather than replace with another pine type tree, we replace them with native species such as oak, ash and birch.

Of course, we often get questions about our choice of planting, especially the areas between the hospital fingers and the green roofs, which are regularly described as weed beds! These areas are all a wild meadow mix, which contains a huge variety of plants and flowers. These were put in as a requirement by the local planners. However, after three years they are starting to look much more colourful and provide a diverse environment for birds and insects.

efm

Young patients help create information DVD for staff

A number of our young patients and staff have taken part in a new information DVD, created for staff at the Trust - believed to be the first of its kind in the country.

Paediatric Diabetes Specialist Nurse, Maxine Libby, said: "We spend a lot of our time speaking to colleagues about the best ways to treat young patients who are in hospital for all sorts of different reasons, but who also have diabetes.

"While we are always happy to do this, we thought it would be really useful to have a resource at the click of a button which could immediately give our colleagues information about the condition and the best ways of dealing with it.

"We will, of course, remain on hand for one-to-one advice but hopefully the DVD will give other staff enough information to deal with paediatric diabetes in patients on a basic level, or even just inform them from an educational point of view if they don't have an in-depth knowledge of the condition."

The DVD which was filmed in-house, was recently uploaded to the Trust's internal intranet site, meaning any staff can access it when they need to via the hospital's computer network.

Maxine added: "To our knowledge, no other Trusts have produced this sort of DVD so we are very pleased to have completed the project, which is already getting some very positive feedback."

The Paediatric Diabetes team consists of two consultants, four paediatric diabetes nurses, three specialist dieticians and a team co-ordinator.

The team provides support to families in hospital, at home and in schools.

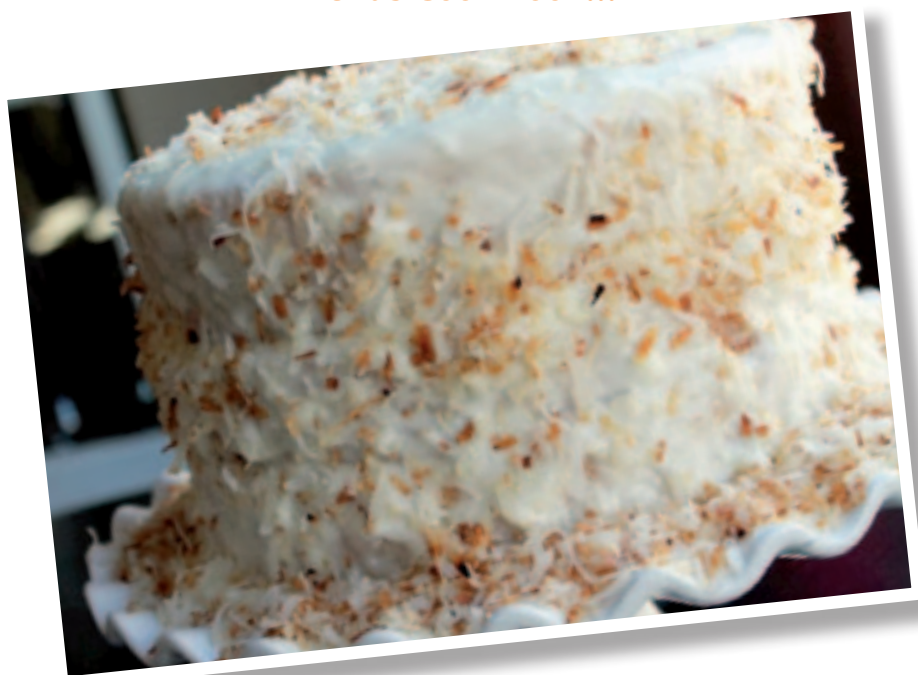
Around 20,000 children in the UK have Type 1 diabetes. In this area, around 250 children are affected by the condition and are looked after by our Paediatric Diabetes team.

 #patientfirst

Tunbridge Wells Hospital is really quite something. Thank you lovely staff @MTWnhs. We are lucky to have you :-)

Recipe

Try this mouth-watering recipe from our very own **Maidstone Hospital League of Friends Cook Book...**



Coconut and pineapple cake

Ingredients for the cake

6oz butter (softened)
6oz golden caster sugar
3 eggs
6oz self raising flour
1½ tsp baking powder
½ tsp grated nutmeg
2oz desiccated coconut
2 tbsp coconut cream

Method

Preheat oven to 180°C/350°F/Gas mark 4. Line bases of two 8 inch sandwich tins.

Put butter, caster sugar and eggs in a bowl and sift in the flour, baking powder and nutmeg – beat together until smooth. Stir in coconut and 2 tbsp coconut cream.

Divide mixture between two sandwich tins and bake for 25 minutes – should be golden and firm to the touch. Leave to cool in the tins for 5 minutes. Turn out onto a wire rack and remove lining paper from base of sponge cakes

Ingredients for the topping

4oz butter (softened)
10oz icing sugar
5 tbsp pineapple jam
3 tbsp coconut cream
Toasted desiccated coconut

Method

Sift icing sugar into bowl and add butter and coconut cream. Beat together until smooth.

Spread pineapple jam on one cake and cover with half the buttercream. Put the other cake on top and spread remaining buttercream on the top (and sides if you wish) of the cake and scatter toasted desiccated coconut.

The Maidstone Hospital League of Friends Cook Book is available from The League of Friends Shop near the main entrance of Maidstone Hospital and is priced at £5.

patientfirst SUMMER QUIZ

Geography

- Q. Which island group include Ibiza, Menorca and Majorca?
- Q. The ancient city of Machu Picchu is in which country?

History

- Q. Who led the Luftwaffe in the Second World War?
- Q. What was held in the Crystal Palace in 1851?

Literature

- Q. What was the first name of Agatha Christie's Miss Marple?
- Q. Who is the wizard in The Hobbit?

Food/Dining

- Q. Peri peri (or piri piri) chicken, hails from which country?
- Q. From which herb is pesto made?

Entertainment

- Q. What is Indiana Jones's profession?
- Q. Which policeman was at the centre of the Pink Panther movies?

Sport

- Q. In basketball, how many players from each team are there on court at one time?
- Q. A flag often seen at Australian sporting events depicts which animal boxing?

(Answers to be published in the Summer edition)

myMTWnews



Become a member

Maidstone and Tunbridge Wells NHS Trust is working towards becoming a foundation trust. As part of this process, the Trust is growing its public membership, which now stands at more than 9,000 members.

NHS foundation trusts were created to devolve decision making from central government to local organisations and communities. They provide and develop healthcare according to core NHS principles - free care, based on need and not ability to pay.

Foundation trusts are not directed by government so have greater freedom to decide, with their governors and members, their own strategy and the way services are run.

Members can choose their level of involvement in the scheme, from simply receiving regular news and information bulletins to becoming a part of a new Governing Body, once the Trust achieves Foundation Trust status.

If you would like to become a member of Maidstone and Tunbridge Wells NHS Trust's Patient and Public Membership Scheme and have a say on your local health service, pick up a leaflet from the hospital reception areas or visit www.mtw.nhs.uk/mymtw.

Event for trust members

The Trust will be hosting an informal event in the main reception area of Maidstone Hospital on Thursday, 10 July.

Members have told us they would particularly like to know more about the services and treatment we provide in care of the elderly, arthritis, cancer and A&E.

Clinical specialists from these four areas will be available between 10.30am and 12.30pm to talk to members and visitors who would like to find out more on these services, seek advice and ask questions.

Also on hand will be the Trust's lead nurse for dementia and falls prevention practitioner as well as information leaflets.

If you would like to pop along, please either telephone **01622 226428** and leave a message with your name and contact number to confirm your attendance, or email mtw-tr.communications@nhs.net.

DIABETES PATIENTS PRESENTED WITH AWARDS AT MAIDSTONE HOSPITAL

Two patients at Maidstone Hospital have been presented with awards by the Diabetes Team for managing their conditions for so long.

Chris Taylor received the Alan Nabarro medal for living with diabetes for over 50 years and Joyce Savage received the Dr Robert Lawrence medal for living with the condition for over 60 years.

Chris and Joyce attended the event at Maidstone Hospital on Wednesday 7 May with their spouses and staff from the centre. Dr Jesse Kumar, Consultant in Diabetes presented them with their certificates and medals.

Dr Kumar said: "We are very proud to be able to present the awards to these two individuals, who have each lived with and coped with the challenges of diabetes for almost their entire lives. They set an admirable example to others and show that normal lives can be led and much can be achieved, whilst living with diabetes."

Diabetes Specialist Nurse, Alison Steward said: "Over the years, both Chris and Joyce have seen enormous changes in diabetes management and have adapted to these changes accordingly. Both are a pleasure to care for and we are delighted to be able to present them with these awards."

The Alan Nabarro medal

This medal is awarded to people who have lived with diabetes for fifty years. Alan Nabarro waged a lifelong battle against discrimination against people with diabetes. In 1968 he was awarded the OBE for his work with young people in London.

The Robert Lawrence medal

This medal is awarded to people who have lived with diabetes for sixty years. Dr Robert Lawrence co-founded the Diabetic Association, now known as Diabetes UK, with H.G. Wells in 1934.

Chris Taylor

Chris is a 57 year old retired accountant who lives in Allington with his wife, Carole. He has three sons.

He was diagnosed with diabetes in 1961, at the age of five, after showing symptoms including thirst and sickness. Despite diabetes being quite a rare condition at the time, his GP knew exactly what was wrong and Chris was treated solely with insulin injections (and very little change to his diet), for eight years.

In 1969, under the care of a new doctor, Chris was encouraged to change his diet to help manage the condition, as well as taking insulin, which he began to administer himself.

Chris said: "I have, over the years, found diabetes to be restrictive in some ways. It can be a bit like being on a lead and only being able to go so far. Things are better these days – the equipment available is much better and there is a lot more freedom now.

"I have always coped with diabetes by doing everything in moderation, by not taking risks and by trying simply to lead a normal life. My theory is, when you have had a condition for so long, your body adapts to it and you instinctively know what you need to do if something isn't quite right."

Joyce Savage

Joyce is a 71 year old former lecturer and artist, from Wouldham. She is married to Ken, and they have a daughter, grandson and granddaughter.

Joyce was diagnosed with diabetes at the age of four after suffering symptoms of thirst and constant tiredness. By the time she was eight years old, she was administering her own insulin injections to manage the condition.

Joyce said: "Despite having diabetes, which wasn't well known at the time, I never felt different to anyone else. My parents encouraged me to be a normal child and to do normal things. I have never really felt restricted by it and I never allowed myself to be restricted by it – I was always determined to enjoy myself and lead a normal life.

"There used to be stigma attached to diabetes, probably because no one knew much about it. I think now, things are much better. There is a lot more information available and prejudices and misconceptions about diabetes have softened.

"My advice to anyone with diabetes is to not be afraid of it. Be moderate but live your life and enjoy it – but know where the barriers are.

"I would like to thank Alison Steward and the team here for their support and advice – they have helped us through some rocky patches and it has been wonderful."

Chris Taylor (left) and Joyce Savage (right) with Dr Jesse Kumar, spouses and the centre staff on 7 May



Executive Team Update

Avey Bhatia, Chief Nurse



Between April 2013 and April 2014, we asked over 2,500 patients in our hospitals for their views, as part of our regular inpatient surveys, and received some important insights into their care.

Overall, more than 90% of patients were satisfied with their care during the year and a similar number felt they were involved as much as they wanted to be in decisions about their care and treatment.

Around 95% of our patients felt our staff had enough time to listen and talk to them about their worries and fears when they needed us to. The majority of patients also felt they had enough help to eat their meals.

It's been challenging for us to improve beyond the 80% mark though for

patients being told about medication side-effects to watch for as they prepare to go home. This is an area where we need to do better and will focus our attentions on this year.

Looking at other important areas, over 90% of the 2,500 patients we surveyed last year said their call bells were responded to quickly enough. While there is little variation in the feedback for this question between our hospitals, Tunbridge Wells scores marginally lower than Maidstone. This may be because our patients are in single rooms at Tunbridge Wells and not able to see a member of our nursing staff coming towards them, whereas nurses can acknowledge requests for assistance on our bay style wards at

Maidstone.

The key issue is communication and trying to acknowledge patients' requests as quickly as possible. We are always interested in hearing feedback from our patients as it helps us to provide the best possible service – please contact our Patient Advice & Liaison Service (PALS) Team on 01622 224960 or 01892 632953 or email mtwpals@nhs.net if you have a comment. We carry out daily and weekly patient surveys and will publish more feedback this year.

Avey



Spring edition QUIZ Answers

GEOGRAPHY • Which artistic Italian city was almost destroyed by flooding in 1966? - **Florence** • In which country is Santa Claus known as Babbo Natale? - **Italy**

HISTORY • In World War II, on what exact date did D-Day occur? - **6 June 1944** • By which name or nickname was King Richard I also known as? - **Richard the Lionheart**

LITERATURE • Crime writer Robert Galbraith is better known by which world famous name? - **JK Rowling** • Which famous author wrote 'The Tale of Benjamin Bunny' and 'The Tale of Mr Jeremy Fisher'? - **Beatrix Potter**

FOOD • Which famous Italian chef owns a chain of restaurants and delicatessens across the UK? - **Antonio Carluccio** • Calvados is a brandy made from which fruit? - **Apples**

ENTERTAINMENT • In the film 'Forrest Gump', what did Forrest compare life to? - **A box of chocolates** • In the Superman stories, what was Lois Lane's job? - **A newspaper reporter**

SPORT • Who was named World Soccer Player of the Year for the second time in 2013? - **Cristiano Ronaldo** • In which country did the sport of bobsledding or bobsledding originate? - **Switzerland**

Choose **well...**

Get the right NHS treatment. If you're not sure what's best, phone before you go.

Self-care

NHS 111

Medical advice 24/7

www.nhs.uk/111

Call 111

Emotional support

Mental Health Matters helpline

Confidential emotional support

0800 107 0160

GP and dentist out of hours

Call 111

Pharmacy

Late night and Sunday pharmacies

Maidstone

Morrisons Pharmacy, Sutton Road – 01622 661750

Sainsbury's Pharmacy, Quarry Wood, Aylesford – 01622 790223

Tesco Pharmacy, Lunsford Park, Larkfield – 01622 701449

Sevenoaks

Sainsbury's, Otford Road – 01732 469198

Tonbridge and Tunbridge Wells

Boots, Calverley Road – 01892 526486

Sainsbury's, Linden Park Road – 01892 532569

East Street Pharmacy, 47 East Street, Tonbridge (opening times, Monday to Saturday 7am to 10pm and Sunday 10am to 8pm) – 01732 770055

Minor injuries units

Edenbridge Hospital

Mill Hill, Edenbridge, TN8 5DA

Tel: 01732 863164

Open 8.30am to 8pm, 365 days a year

X-ray available from Monday to Friday 9am to 2.30pm

Sevenoaks Hospital

Hospital Road, Sevenoaks, TN13 3PG

Tel: 01732 470200

Open 8am to 8pm, 365 days a year

X-ray available from Monday to Friday 9am to 5pm

Crowborough War Memorial Hospital

Southview Road, Crowborough, TN6 1HB

Tel: 01892 603602

Open 8am to 8pm, 365 days a year

Some GP practices also offer a minor injury service.

To find out who, visit www.nhs.uk

Emergency Care Centres and Accident and Emergency

For critical or life threatening emergencies, call 999 or go to your nearest Accident and Emergency, open 24 hours a day.

Maidstone Hospital, Hermitage Lane, Maidstone, Kent ME16 9QQ

Tel: 01622 729000

Tunbridge Wells Hospital, Tonbridge Road, Pembury, Tunbridge Wells, Kent TN2 4QJ

Tel: 01892 823535

SUMMER'S COMING – BE PREPARED!

With good weather hopefully on the way, it's important to remember to look after yourself in the sun.



Here are some useful tips:

- Spend time in the shade during the hottest part of the day (usually between 11am and 3pm)
- Wear a T-shirt, hat and sunglasses when out in the sun
- Put on a high factor sun cream - use plenty of it and keep reapplying it!
- Remember to be especially careful that children are covered up and wearing sun protection
- Drink cold drinks regularly, such as water and fruit juice so you don't become dehydrated. Avoid tea, coffee and alcohol.
- In the event of a heatwave, listen to advice given out on the TV and radio.
- Shut windows and pull down the shades when it is hotter outside. If it's

safe, open them for ventilation when it is cooler.

- Keep an eye on friends, relatives and neighbours, especially those who might need help to keep cool in a heatwave

For more information, you can visit:

<http://sunsmart.org.uk>

<http://www.nhs.uk/Livewell/Summerhealth/Pages/Heatwave.aspx>

- 
- A man with short brown hair and a goatee, wearing a white tank top and black shorts, is sitting on a grassy field. He is smiling and holding a white and black running shoe up to the camera. He has a black watch on his left wrist and sunglasses on his head. The background shows trees with yellowing leaves, suggesting an autumn setting.
- 1 Receptionist
 - 5 Nurses
 - 3 Doctors
 - 2 Specialist Consultants
 - 1 Occupational Therapist
 - 2 Physiotherapists
 - 1 Knee operation
 - 1 New pair of running shoes

Together we make it work