

patient **first**

#patientfirst

winter 2013

Staff star awards
p3

**Clinical trials
for cancer** p10



**'I climbed a flight
of 174 steps –
something I would
not have been
able to achieve
two years ago.'**

**Improvements for
dementia patients** p7

**Medic on aid mission
returns from Philippines**
p13

Read John's story p8

Welcome to the winter edition of Patient first!

In this magazine, you can read about retired accountant, John Kinsella, who, following knee surgery on both legs, and subsequent physiotherapy, is feeling better than ever. There is information about a new lung cancer service we now offer – the only one of its kind in Kent, improved facilities at Maidstone Hospital, our brand new dementia café at Tunbridge Wells, and the results of this year's Staff Star Awards, which you voted for! And there's much more too...

As always, you can test your knowledge with our quiz, try the delicious recipes 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 our winter edition of Patient First.

Best wishes for a happy new year and see you in spring!

The Patient First team

Contacts

If you have a story to tell us, please contact us.

Communications Team: **01622 225858**

Communications email: **mtw-tr.communications@nhs.net**

For any general enquiries or advice, please contact our Trust switchboard or visit our website.

Maidstone Hospital: **01622 729000**

Tunbridge Wells Hospital: **01892 823535**

Website: **www.mtw.nhs.uk**

Contents



3 Staff Star Awards

Read the full list of runners-up and winners, following your votes for this year's staff stars!

4 News from your hospitals

Find out more about our new admissions and discharge lounges at Maidstone Hospital, a new lung service we are providing and a recent patient food trial, plus much more...

7 Improvements for dementia patients

Here, you can read about just some of the improvements we have been making for our patients with dementia, including a new dementia café and our plans for a dementia buddy scheme in 2014.

8 Case study – Stepping out...

John Kinsella suffered with constant pain in his knees for years. Read his story and discover how two knee replacements, specialist exercise and physical therapy helped turn his life around.

10 Research is the future

This feature explains how our Clinical Trials Unit and hundreds of our patients are helping to mould the future of cancer treatment.

13 Medic on aid mission returns from the Philippines

Read about MTW's consultant anaesthetist, Dr Andrew Taylor, who spent 12 days in the Philippines, helping to provide emergency treatment to those affected by Typhoon Haiyan.

14 Young patient designs winning emblem for children's units

Have a look at the colourful emblem being worn by staff in our children's units, designed by one of our very own patients.

Find us @MTWnhs #patientfirst
Like us and join in the conversation
www.facebook.com/mymtwhealthcare



Staff awards recognise those who go the extra mile

This year, many of you voted for Maidstone and Tunbridge Wells NHS Trust Staff Star Awards – nominating staff and teams you believe 'go the extra mile' for you, as patients and visitors.

November 15 saw 250 members of staff, including those nominated for awards and their guests, attend the Hop Farm at Paddock Wood, for an evening of presentations, recognition and celebrations.

Thirty one winners and runners up received their prizes and accolades from Chief Executive, Glenn Douglas, Tony Jones, Chairman and special guest presenter, Nick Hower, from TV shows The Apprentice and Countdown.

Runners-up and winners were as follows:

Patient First Award

Runner up – Individual: Emily Moore, Urology (Maidstone),

Winner – Individual: Rebecca Roll, Radiographer (TWH), **Runner up – Team:** Mercer Ward (Maidstone),

Winner – Team: Radiotherapy Reception Team (Maidstone)

Respect Award

Runner up – Individual: Jan Nemes, Domestic Assistant, Ward 20 and 21 (TWH), **Winner –**

Individual: Jo Clarke, Psychiatric Liaison Nurse (Maidstone), **Runner up – Team:** Theresa Drawbridge and Carol Bishop, Physiotherapy (TWH), **Winner – Team:** Lord North Ward (Maidstone)

Innovation Award

Runner up – Individual: Sherwin Sinocruz, ICU (TWH), **Winner – Individual:** Mr Syed Husain, Respiratory Consultant (Maidstone), **Runner up – Team:** Birth Centre (Maidstone), **Winner – Team:** Genito-Urinary Medicine (cross-site)

Delivery Award

Runner up – Individual: Natalie Furnell, Eye Clinic, **Winner –**

Individual: Sirirat (Jane) Edwards, Domestic, Birth Centre (Maidstone), **Runner up – Team:** Ultrasonography (TWH) **Winner – Team:** Endoscopy (Maidstone)

Excellence Award

Runner up – Individual: Michelle Booth, A&E (Maidstone), **Winner – Individual:** Josephine Johnson, ICU (Maidstone), **Runner up – Team:** Hedgehog Ward and Paediatrics (TWH), **Winner – Team:** Short Stay Surgery (Maidstone)

Kent Messenger Newspaper Hospital Heroes Award

Winner: Russell Burcombe and his team, Kent Oncology Centre - Nominated by KM readers

Courier Newspaper Hospital Heroes Award

Winner: Russell Burcombe, Kent Oncology Centre - Nominated by readers

Sandra Graham Award for Clinical Excellence

Winner: Endoscopy (TWH)

Sylvia Denton Award for Care and Compassion

Winner: Cliff Vidler, Porter (TWH)

Chairman's Award

Winner: John Weeks, Emergency Planning Manager

Volunteer of the Year

Runner Up: Debbie Stansfield (Maidstone), **Winner:** Ian Lewis (TWH)

Team of the Year

Runner Up: John Day Ward (Maidstone), **Winner:** A&E (cross-site)

Employee of the Year

Runner Up: Sabreena Stanton, Wells Suite (TWH), **Winner:** Jean Lennon, ICU (Maidstone)

The evening was rounded off with a charity raffle, which raised over £600 for Hope and Homes for Children – a charity nominated, and supported, by Nick Hower.



NEWS FROM YOUR

Refreshments on hand all day at MTW

Both Maidstone and Tunbridge Wells Hospital are home to large cafés where you can go to relax, have a cup of tea or coffee or a bite to eat.

The cafés offer varied menus, including ready-made sandwiches and salads, hot meals, fruit, cakes and biscuits. There is something for everyone's tastes.

If you're a frequent visitor, you can take advantage of our tea and coffee loyalty card scheme – just ask for details at the tills.

The cafés are open between 7.30am and 7.30pm at both sites and provide a range of ready-prepared food and drinks. Hot meals are provided at the following times:

Breakfast

7.30am – 10.30am

Lunch

12 midday – 2.30pm

Dinner

4.30pm – 7pm

You can find Café @ Minus 1 at Tunbridge Wells Hospital down one level from Reception at the main entrance. It has appointment screens inside so you can see immediately if you have been called to your appointment.

Café @ Plus 1 at Maidstone Hospital is up one level from Reception at the main entrance.



Patients give feedback on potential new menu

A food tasting trial has been carried out at Maidstone Hospital to help decide on a new food supplier and menu for patient meals.

The current kitchen equipment at the hospital needs to be upgraded

so the Catering Team took the opportunity to involve patients and staff in helping to decide the way forward.

Catering Manager for the Trust, Paul Rhodes, said: "We are trialling the Carte Choix range from a company called Appetito,

who already supply patient food to Tunbridge Wells Hospital. The menu features a choice of fourteen hot main meals, salads and sandwiches, as well as a range of desserts, with options to cater for all tastes.

"We have been asking, in the last few days, for patients on Culpepper ward to try the food, as well as

members of our own staff. So far,

the feedback has been very positive. The new menu would be served from a new range of special kitchen trolleys, supplied by Burlodge, which keep all types of food being served to patients at the right temperature."

If approved, the new menu is likely to be introduced at Maidstone early in the new year. It includes hot meals such as lamb casserole, sweet and sour chicken, macaroni cheese and omelette.



HOSPITALS



*The newly refurbished
Admissions Lounge*

New Admissions Lounge gives patients more privacy

The newly refurbished Admissions Lounge at Maidstone Hospital has now opened and is being used by patients.

The facility can be found in the same location as it was originally – in the main corridor on the first floor, on the way to Oncology through the hospital. However, changes have been made to the Lounge in direct response to feedback received, particularly around patients' privacy and dignity.

There is a new reception area, private changing cubicles, a redecorated and improved waiting area, and consultation rooms.

4 and 5 year olds hear what it's like to be a nurse

Ward Manager for the Wells Suite at Tunbridge Wells Hospital, Sabreena Stanton, visited Holmeward House School in Tunbridge Wells in November, to talk to the reception classes about hospitals and being a nurse.

The children were able to dress up like a surgeon, listen to each other's heartbeats with a stethoscope as well as learning how to bandage up a broken arm!



New service helps patients

A service launched by Maidstone and Tunbridge Wells NHS Trust (MTW), at the start of October, is already benefiting scores of patients.

The Endobronchial Ultrasound (EBUS) can help with carrying out an accurate biopsy of lymph glands, via a Bronchoscope with Ultrasound processor, which helps to diagnose and accurately identify the stage of lung cancer as well as other cancers. Before it was launched, patients had to travel to London to undergo the assessment, which sometimes resulted in delays in examination and results.

The new service, which is in place thanks to a generous donation by the Peggy Wood Cancer Charity, will complement the Endoscopic Ultrasound (EUS) service already run by the Trust. The combination of the two means that MTW is the only Trust in Kent to provide both these types of investigation for lymph gland biopsies.

The services are backed up and supported by Rapid access Onsite Slide Examination (ROSE) which is not available elsewhere in the region. ROSE ensures good slide preparation at the time of the procedure for optimum results.

All new Discharge Lounge at Maidstone

The Discharge Lounge at Maidstone Hospital has moved to a new purpose built facility.

The new unit is situated on the ground floor, between Clinic 4 and the helipad site (near A&E).

It is a modern and comfortable room which is available for patients awaiting transport home following discharge from a ward.



In the new facility, there are reclining chairs and beds available to ensure our patients are kept comfortable while they wait. Patients can be supplied with refreshments and meals/snacks during their stay in the lounge, which is always staffed.

The Discharge Lounge also accommodates patients waiting transfer to care homes, discharge medications to be dispensed, collection by relatives and a final input from services that will not stop discharge for example, a dietician review or advice.

Wherever possible, wards will discharge patients into the care of the Discharge Lounge staff by 10am.

The Discharge Lounge is open from 8am – 6pm Monday to Friday. Staff can be contacted on 01622 225299.

THE LEAGUE OF FRIENDS OF TUNBRIDGE WELLS HOSPITAL NEEDS YOU!

Here the Friends tell us more about the group and the valuable work they do to support the hospital.

Almost 60 years ago, in 1954, the League of Friends of Pembury Hospital was born. It was the inspiration of a small group of friends consisting of the Hospital Chaplain - Philip Stewart Browning, the headmistress of the girls grammar school - Miss Edith Hughes, the Hospital Administrator - Mr Garrett, together with his wife, the Surgeon Superintendent at the Hospital - Dr. Grasby, the Matron - Miss Fagelman and to represent the local village community, Mr Rex Turner, who was the organist of the parish church in Pembury.

The suggestion was made that the hospital might open a shop for patients and staff to sell luxuries that the hospital could not provide – that was just the beginning...



The aims of the newly founded League were to encourage an interest in the Hospital, to carry out voluntary work and to raise funds to provide additional comforts and amenities for patients and staff.

As the years have passed, needs have changed and we no longer just provide 'additional comforts'. Medical technology moves extremely quickly and the demands for equipment are many and varied, putting a strain on the hospital budget. Staff at the hospital often turn to us for help in buying non-essential, but required, equipment, which otherwise might be long delayed.

With the opening of the new hospital at Pembury, the Leagues of Friends of both Kent and Sussex and Pembury Hospitals joined forces to support the new Tunbridge Wells Hospital.

Over the years, the two Leagues have raised millions of pounds, with the single largest contribution, so far, for the new hospital being the provision of televisions for all the patient rooms, at a cost of £340,000.

The Viscountess De L'Isle of Penshurst Place is our President and the committee is chaired by Gary Purdy. It is a dedicated and enthusiastic committee of volunteers who work very hard to raise funds, ensure that the money is spent wisely and spread the word about the work that we do. The support of the general public is wonderful and we receive many legacies, donations and a huge amount of goodwill.

We are currently looking for more volunteers to join us – we are always enormously grateful for any support that anyone can give us so that the work of the League can continue.

If you are interested in joining the League we really would be delighted to welcome you.

We have a wonderful facility in the new Hospital and we must do all we can to support it.

For information about the League or for information about joining us, please contact:

Mrs Julie Watkins on 01892 543777

You can also visit our website at:
www.friendsoftwhospital.org

League of Friends committee member raises 50,000

A committee member of the Tunbridge Wells Hospital League of Friends together with her team of helpers are celebrating after raising a total of more than £50,000 for the charity from an annual coffee morning held every year since 1991.



Diana Barber has been a member of the League of Friends for around 32 years and during that time has been actively involved in a number of events to help raise money for the hospital.

One of Diana's main fundraising events sees her open up her house in Bidborough at Christmas to local friends and family. Each year guests are invited to enjoy coffee and homemade biscuits, buy raffle tickets and browse the stalls for Christmas presents.

The stalls sell homemade cakes, jams, preserves, mincemeats,

Christmas puddings, soft toys, greetings cards, books, silver jewellery, festive decorations and wreaths, and a 'Bring and Buy'.

Diana said: "I held my annual Christmas Coffee morning on 21 November and 150 people attended during the day. I'm delighted that we raised £3,600, which will help buy valuable equipment for the wards to benefit patients. This has become a real village event and the support from everybody is fantastic. We could not do it without them!"

Improvements for dementia patients

Maidstone and Tunbridge Wells NHS Trust (MTW) are committed to raising the awareness of dementia for staff and the public. In December 2012 a Lead Nurse for Dementia Care was employed to work cross-site.

Money has been given to Trusts in the south of England through the South of England Dementia Challenge Fund, an initiative from the government to improve the ward and hospital environment for patients and their families with dementia. The money provided allocated funds for the ward environment, education and training and a dementia buddy scheme.

In August this year, staff were issued a basic dementia awareness leaflet attached to their payslips, to ensure that all staff at MTW had a basic understanding of dementia. This leaflet has since been copyrighted to MTW and is also distributed to all new starters within the organisation.

Further training programmes have also been developed to provide an intermediate level of dementia awareness training by e-learning and study days.

To improve the ward environment for our patients, a work-stream was organised to identify areas for improvement that would benefit patients with dementia. All wards

and both A&E departments have now been provided with puzzles and books for dementia patients to ensure that they have activities that provide them with cognitive stimulation. Specific areas that have a higher proportion of dementia patients have also been provided with further activities for these patients. Ward 20 at TWH has a specially designed café area at the entrance to the ward enabling patients and their relatives to have a comfortable area that feels less clinical. The café is used for breakfast, lunch and supper and also for activity sessions.

Eileen Allison Ward Manager said "It's a huge improvement, using previously unused space, and I am absolutely sure it will be of great benefit to our patients and improve their experience whilst they are in hospital."

The dayroom on Mercer ward at Maidstone has also benefited from new equipment in order to not only provide an area for patients to socialise and eat their meals but also to undertake activities to provide further cognitive stimulation and additional physio. The dementia activity co-ordinator working on Mercer ward has been partly funded through the money received and the role is currently being piloted, and proving hugely successful.



A dementia buddy scheme is being planned to commence in the New Year in conjunction with ADSS, which will provide volunteers with specific training in dementia the ability to spend time with our patients to provide further stimulation whilst they are in hospital.

Further work that has been undertaken includes a dementia leaflet for inpatients and their carers, providing information with regards to their stay in hospital as well as some useful links and resources within the community. Carer's association representatives are also available at both ends of the organisation to assist in providing support to unpaid carers of all patients as well as those with dementia.

Further work is planned through the dementia strategy group to ensure that Maidstone and Tunbridge Wells NHS Trust continues to be a dementia-friendly hospital, providing a high standard of care and support to all patients and carers of those with dementia.

NEW DEMENTIA CAFÉ TO IMPROVE PATIENT EXPERIENCE

In November, our Trust saw the opening of a new dementia café in Ward 20, at TWH.

The café has been specially designed and is situated in the entrance to the ward. It has tables and chairs, and other comfortable seating for patients, where they can socialise and spend time in an area which feels a little less clinical.

The café has been paid for from South of England Dementia

Challenge Fund money, which is provided by the government for the improvement of wards and hospital environments.

Sister Eileen Allison, Ward Manager for Ward 20, said: "It's a huge improvement, It's a huge improvement and we hope it will give them somewhere nice to sit and chat, away from the more clinical areas. Many of our patients enjoy, and benefit from, being able



to socialise and take part in activities so this new area will be the ideal place for them to do exactly that."

Case Study

STEPPING OUT...

An operation can often be the start of a person's journey on the road to full recovery. Here we talk to one patient who, after two knee operations, a course of specialist exercise and physical therapy, is now able to walk pain-free for the first time in years.

Seventy-five-year-old John Kinsella suffered with constant pain in his knees and was referred by his GP to the orthopaedic surgical department at Tunbridge Wells Hospital.

John, who lives in Southborough and is a retired accountant, said: "I had suffered with arthritis in my knees for some time, and in 2011 it had got to the point where it was so painful I could barely walk and I was struggling to keep up with my grandchildren."

After attending an appointment at the hospital John was advised he needed total knee replacements in both his legs. "I wanted both knees operated on at the same time, but the surgical team explained it was better to allow a year between the two operations to ensure I could gain mobility quickly in each leg."

Before the operation could take place John was told he needed to give up smoking - a 60-year habit he found very difficult to stop! "The lure of surgery was certainly a great incentive to stop smoking," added John. "I stopped around five months before the operation and I haven't taken it up since, much to the delight of my wife."

In April 2012, John's left knee was operated on. A year later he underwent the same procedure on his right knee.

He opted to have the operation using a spinal block, having, after previous operations been very sick following a

general anaesthetic. "I wanted to be awake during the operations because I felt that it would be a very interesting experience and so that I didn't feel groggy and unwell following surgery," commented John. "It made such a positive difference to my recovery, although it was a bit strange being awake during the operation. I borrowed one of my grandchildren's MP3 players to soften the noise of the procedure!"

Within 24 hours John was up and about taking his first steps. By the second day he was walking unaided along the corridor. "The beds at Tunbridge Wells Hospital really helped me after surgery as they can be raised up or down and tipped up under the control of the patient, which allowed me to be a lot more independent."

On the third day patients are assessed by the inpatient physiotherapy team who check that certain criteria have been met, for example bending the joint and, in particular, the ability to walk up and down stairs before a patient may then be discharged.

John said: "I was in hospital for five days after my first operation and three days following the second procedure.

"Once you leave the hospital you are encouraged to attend the outpatient physiotherapy clinic where you are given a series of supervised exercises to help increase strength, mobility and balance. For example, I had to lift gentle weights, stand on a balance board and use the exercise bike.

"I attended the clinic for around six weeks and it was beneficial to my recovery. I was pleasantly surprised at how little time – two months in my case – that I needed to use walking sticks for support. I also found attending the pre-operation knee group at the hospital most useful too as you are given a full description of what the surgery entails.

"My experience has been so much better than my mother's, who had the same operation, but was bedridden for a long time after and took a while to regain mobility.

"The operations have made a huge improvement to my life as I can now keep up with my wife's walking pace. Plus this year, while on holiday, a walk in the neighbourhood of my holiday home involved climbing a flight of 174 steps – something I would definitely not have been able to achieve two years ago!"



PHYSIOTHERAPY AND OCCUPATIONAL THERAPY CARE FOR PATIENTS UNDERGOING ELECTIVE HIP OR KNEE SURGERY

Prior to patients being admitted to Tunbridge Wells Hospital for a hip or knee replacement, they are asked to attend a pre-operative therapy joint class. The physiotherapy team outlines the programme each patient will undertake with attendees given an information folder.

Appropriate exercises related to their surgery are also taught, with patients encouraged to start practising them before admission for their surgery.

The class also includes education and advice on how to manage daily activities, such as washing and dressing, and kitchen and domestic tasks following surgery.

Additionally, patients awaiting a hip replacement are assessed individually by a member of the occupational therapy team. Patients are asked to complete a home environment questionnaire and measure the height of their furniture to allow the therapist to identify any equipment needs.

Following surgery the physiotherapy patients will be seen regularly each day that they remain in hospital. During these sessions the physiotherapist will go through the exercises with the patient and progress their mobility. Initially walking will be with a Zimmer frame and then the use of two sticks. Before discharge the physiotherapist will teach the patient how to climb the stairs.

An occupational therapist will complete a transfer assessment and ensure patients are independent getting on and off the bed, chair and toilet.

Total knee replacement patients will be referred to the out-patient physiotherapy classes at Tunbridge Wells Hospital or Maidstone Hospital.

They will normally attend a rehabilitation class, which is run by a qualified physiotherapist and a physiotherapy assistant so the patients have plenty of support.

Patients usually attend five consecutive sessions, but each patient's needs are reviewed on an individual basis with some patients requiring more, or less, input than others. Each session lasts an hour.

One-to-one sessions are also available, although research

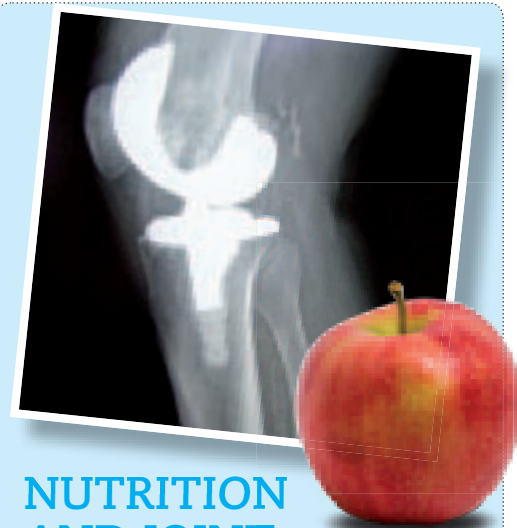
suggests that the majority of patients benefit more from participating in a supported group environment with their peers than in isolation.

The group sessions consist of a circuit of exercises, with advice and exercises tailored to each patient, as well as a measuring station for individuals to review their progress and address any queries or concerns with the physiotherapist.

The aim of the class is to enable the patients to improve their range of movement and strength, and achieve their personal goals. This may mean managing day-to-day activities more easily, or enabling a phased return to work. Patients are also encouraged to continue with a home exercise programme and are provided with an exercise booklet.

Younger or more active patients may be referred to local gyms via the lifestyle programme, where appropriate.

Total hip replacement patients are not routinely referred to outpatients, but if the physiotherapist feels that further support would be beneficial then a referral can be made. ■



NUTRITION AND JOINT REPLACEMENT

Dietitians play an important role before and after surgery. At Maidstone and Tunbridge Wells hospitals the dietetic team are trained to give specialist advice based on the most up-to-date scientific research.

Weight management is of particular importance for people undergoing joint replacement surgery. Excess body weight can cause problems for joint health. The dietitian tailors advice to help an individual maintain a balanced diet and a healthy body weight.

Malnutrition (poor nutrition) can occur where the diet lacks essential nutrients. The consequences of malnutrition include reduced muscle strength, increased risk of infection and slower wound healing. On hospital admission all patients are screened by nursing staff for malnutrition. If a patient is identified as being at risk, a referral is made to the dietitian.

Advice on a suitable diet including the use of nutritional supplements is provided, where appropriate. The aim is to ensure the patient remains well-nourished to help with the post-surgery recovery process. ■

RESEARCH IS THE FUTURE

With more than 100 open, recruiting and 'in follow-up' clinical trials, involving hundreds of patients, the Kent Oncology Centre Clinical Trials Unit at Maidstone Hospital is certainly playing its part in delivering and researching 'tomorrow's treatment today'.

The Clinical Trials Unit (CTU) was opened at Maidstone Hospital in 1996 and now, 17 years down the line, has 21 members of staff, including Research Nurses, Research Radiographers, Research Pharmacists and Clinical Trials Administrators.

The CTU supports a portfolio of cancer clinical trials that are represented by the National Institute of Health Research (NIHR). The CTU also have robust working relationships with global industry that provide the opportunity to deliver new and innovative treatments to local cancer patients at different points of their diagnosis and treatment.

Lead Research Nurse, Claire Ryan, said: "The strategy we have here in the CTU looks to develop a portfolio of clinical trials that, wherever possible, offers a trial for each tumour sub-type and includes different modalities of treatment. This portfolio provides an opportunity of choice to those patients diagnosed with cancer to access a clinical trial.

"Clinical Trials are best technically described as the evaluations of new interventions in humans performed in controlled processes. They basically allow the accessibility of 'tomorrow's treatment today' but they will, of course, also have

a positive impact on cancer patients' treatment in the future."

Many drugs that have been tested in clinical trials across the country are now commonly used, such as herceptin for breast cancer and cisplatin for testicular cancer.

Patients being treated for cancer within the Maidstone and Tunbridge Wells NHS Trust are told of any relevant clinical trials being recruited to at that time. Patients would be provided with the specific information about the risks and benefits of participation. Patients who are interested in taking part in a trial can then choose to put themselves forward and if they meet the criteria of the trial, could go on to form part of that particular study.

Claire added: "There may not necessarily be a trial available for you within the Kent Oncology Centre, but we work in close collaboration with other Clinical Trials Units in different Trusts so patients should always ask about the possibility of clinical trial participation. Clinical trial participation is a personal choice and decision. However, the role of the Research Nurse and Radiographer in collaboration with the patient's consultant is to provide as much information as possible so the patient can make an informed choice and decision about potentially becoming involved. Our role, then, is to manage and facilitate their pathway of care within the requirements of the clinical trial. This may provide additional reassurance for some patients as the clinical trials are strictly regulated, following clear protocols and patients are monitored closely throughout. There is also the added personal value of contribution to future treatments for cancer patients."

A collaboration with other research groups in Surrey and Sussex is planned in 2014. Senior Research Sister Tracey Chambers said: "This is a significant time for change and the transition is a product of the success of delivering a clinical trial portfolio for the local patient population. The transition has a planned outcome to deliver clinical research to make patients, and the NHS, better".



Kent Oncology Centre saw thousands of new outpatients in the last year (April 2012 to March 2013) and over 70,500 individual treatments were given in the same period.

The Centre, although based predominantly at Maidstone Hospital, has a Day Unit at Tunbridge Wells Hospital and a centre at Canterbury. It provides comprehensive cancer services for the 1.8 million population of Kent, Medway and East Sussex.

The oncology team comprises of Consultant Oncologists, Consultant Haemato-oncologists, and a large team of therapy radiographers, oncology nurses, clinical nurse specialists and other allied health professionals including physiotherapists, dietitians, occupational therapists, counsellors and care managers secretaries and management teams.

Treatment facilities include two CT and one conventional simulator for radiotherapy planning and nine Linear Accelerators providing the only radiotherapy facilities in Kent - six at Maidstone and three at Canterbury. There is also equipment for specialist radiotherapy.

There is a day case unit on the Charles Dickens Ward, our Haematology Oncology Day Unit at Tunbridge Wells, and one inpatient ward based at Maidstone Hospital. ■



Some of this information is from the Macmillan Cancer Support leaflet, "Understanding Cancer Research Trials (Clinical Trials)" For more information, please visit: www.macmillan.org.uk

Victoria Ingleson, Clinical Trials Officer since November 2012

Tell us about your role...

I provide administrative support - from the set-up of new trials, to the maintaining of on-going trials and the closing of trials once they are completed. I also support the research nurses and liaise with colleagues to ensure smooth running of each trial.

What made you want to get into the area of clinical trials?

I've always had an interest in research from studying for a Psychology degree, and then specifically in clinical research and trials when I began working in hospitals. Clinical trials are important in every aspect of medicine to ensure that the best possible treatments are available to patients, and I feel very proud to be contributing to the research portfolio we have here at Maidstone.

How do you think taking part in a clinical trial helps some patients?

Patients have the opportunity to take part in cutting-edge research trials, where new drugs or treatment regimes are being tested. Their contribution to a trial will provide further knowledge that may help others in the future.

What's the best advice you could give to someone considering taking part in a clinical trial?

It has to be right for you. Some trials are very complex and demanding so patients are required to spend more time coming to clinic for extra appointments or scans. Taking part in a clinical trial is not a decision that should be taken lightly, but we are very grateful to the patients that are willing to participate, as without them we would not be able to conduct this research at all. ■



FIRST-HAND EXPERIENCE...

Kate Crouch, a former nurse, who retired from the Trust in November 2012, shares her experience of being part of a clinical trial.

"Seven years ago I was diagnosed with breast cancer, which led to a mastectomy and both chemotherapy and radiotherapy.

"Following on from that, at the beginning of 2012, I began to feel unwell again and lost a substantial amount of weight. In May, I went to see my GP who subsequently sent me for an x-ray. As a result, I was diagnosed with lung cancer, and further investigation showed that cancer was also present in my liver, as well as there being a small amount in my bones.

"I undertook a course of chemotherapy in June but at the start of 2013, I decided that I wanted to stop further treatment. My family struggled with this decision and were keen for me to pursue all the options open to me, including clinical trials. Initially, I didn't want to but I eventually agreed to speak with the team, who are based at Maidstone Hospital, to find out more. At this point, I was still very reluctant to undertake any further treatment.

"After much discussion, I agreed to take part in a trial, on the understanding and agreement that I could stop at any time if I were to begin suffering from side effects.

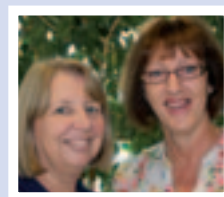
"The treatment began in May and despite a slightly unpleasant start, it has been going really well. There have been no significant side effects and I haven't lost my hair something which was really important to me.

"At the last scan, the number of areas of cancer in my liver had reduced from five to two and all the tumours have reduced in size, which is obviously fantastic news.

"There is no doubt in my mind that if it weren't for the clinical trial team, I would not be here. The team are understanding, knowledgeable and patient, and they allowed me time to digest information about the trial and make an informed decision.

"I don't have any regrets and I am so glad that I opted to take part, despite my initial reluctance.

"The trial has given me time with my family and improved my quality of life. I feel like myself again. I've got my life back." ■



Karen McDonald, Research Nurse (recruiting patients to lung and gynae-oncology trials), for the last five years

What made you want to get into the area of clinical trials?

I wanted to play a part in the development of new treatments. Knowing that they had a potential to benefit our patients was a challenge that I was ready to pursue.

How do you think taking part in a clinical trial helps some patients?

I believe that taking part gives patients a greater opportunity of accessing new treatments. When patients participate in clinical trials they receive a "gold standard" service. This is due in part to the monitoring and close follow-up that is required by the study, but also each patient has their own Research Nurse who plays a significant role and point of direct contact during their treatment. I think many people also like to know that by taking part, they may be helping others in the future.

What's the best advice you could give to someone considering taking part in a clinical trial?

Patients should get as much information as possible from the professionals around them.

Read the patient information sheets with family and friends, if possible, and then ask as many questions as they need to make sure they understand the risks and benefits. Patients must be comfortable with the decision they make. Whether it's standard treatment or a clinical trial, they must know they will receive the best and most suitable care for them as an individual.

Any other important comments or information?

Research is the future! It is important for people to be aware of current trials so they understand what we are trying to do, and the options which may be available to them. By working together, we can achieve great outcomes. I was privileged to work on a study in a trial for lung cancer that following their participation has changed the future treatment to the benefit of current patients with the same diagnosis. ■



Winter Fare...

Try these mouth-watering winter recipes from our very own **Maidstone Hospital League of Friends Cook Book...**



Minestrone Soup

Ingredients

3 rashers of streaky bacon
2 sticks of celery
2 medium carrots
1 medium potato
1 medium onion
1oz/25g quick cook pasta/macaroni
2oz/50g frozen peas
1 small piece of cabbage
1 leek
1oz/25g butter
2 tsp tomato puree
2 pints chicken stock
Corn flour for thickening
Basil
Parmesan cheese (for serving)

Method

Slice the onion, carrots, leek, celery and potato (ensure celery and potato are finely diced).

Chop the bacon and fry in 1oz/25g butter, then add all the vegetables you have sliced, including the potato.

Sweat on a low heat with the lid on the saucepan for about five minutes.

Add the tomato puree, chicken stock and basil and simmer for 20 minutes.

Add the pasta, cut the cabbage in to fine shreds and add the peas. Then simmer for a further 10 minutes. If necessary, thicken with corn flour (use 1 to 2 tbsp in cold water then gradually add to soup).

Season to taste with salt and pepper and serve with parmesan cheese.

Date cake with toffee sauce

Ingredients

6oz self raising flour
6oz chopped dates
6fl oz boiling water
½ tsp bicarbonate of soda
3oz butter
5oz caster sugar
1 egg
½ tsp vanilla extract

Toffee sauce:

1½oz butter
3oz muscovado sugar
2 tbsp single cream

Method

Preheat oven to 350°F/180°C/Gas mark 4, and line an 8" square cake tin.

Put dates and bicarbonate of soda in a bowl and cover with boiling water.

Cream the butter and sugar until pale and fluffy. Add eggs, vanilla extract and cooled date mixture. Then, fold in the flour and put the mixture in the cake tin and bake for 40 minutes.

For the toffee sauce, put the butter and muscovado sugar in to a saucepan and heat slowly until dissolved.

Remove the cake from the oven, prick all over with a cocktail stick. Pour hot toffee sauce all over the cake and leave to cool in the tin.

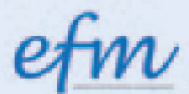
Makes 12 portions and is delicious served with custard.

Estates and Facilities Management play major role in hospital life

Our Estates and Facilities Management (EFM) department is responsible for a host of factors which have a huge impact on our patients, staff and visitors, as you can see from the list below...

From ensuring there are clean sheets and fully functioning equipment, to overseeing

catering and the maintenance of the hospitals, EFM play a part in all aspects of hospital life on a day to day basis. Look out for articles in future editions of Patient First magazine which will look into some of the things the department does and how these things help to keep our facilities running smoothly!



Maintenance

Heating

Building Projects

Receipt and Distribution

Pest Control

Fire Alarms

General Transport

Patient Transport

Electronic Medical Engineering

Energy

Staff Accommodation

Waste Management

Security

Parking Management

Small Works

Portering

Laundry

Landscaping

Catering

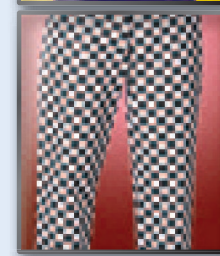
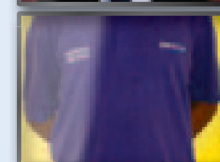
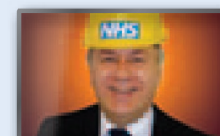
Quality and Compliance

Water Hygiene

Cleaning

Linen

Sustainability



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.

MEDIC ON AID MISSION RETURNS FROM PHILIPPINES

A consultant anaesthetist from the Trust has returned from the Philippines after spending 12 days helping people affected by Typhoon Haiyan.



Dr Andrew Taylor was one of 12 medics from the UK sent to the country to provide emergency medical aid.

The group, which included anaesthetists, theatre nurses,

surgeons and doctors from the UK International Emergency Trauma Register (UKIETR), flew out to the island of Cebu on Wednesday, 13 November.

In the first week the medics were asked by the World Health Organisation to visit the north of Cebu to assess the damage and treat any casualties. Then half the team joined HMS Daring to assess the smaller islands while the surgical team were then flown to a neighbouring island to work in a field hospital set up by a team of Australian medics in the city of Tacloban.

During their stay, the medical team carried out 100 operations with more

than 1,000 people treated through the hospital.

Dr Taylor said: "This was my first time volunteering in the aftermath of a disaster and it was a very rewarding, but tiring experience. Tacloban city's main hospital had been mostly wiped out by the typhoon and we worked flat out, getting up at 5am and not finishing operating on people until 10pm.

"The field hospital was based in a series of tents and was very basic with limited access to medical equipment and drugs. In the UK I would have a large anaesthetic machine, but in the Philippines all my anaesthetic equipment had to fit in a small suitcase! As a result the situations I encountered were really medically challenging, meaning I often had to think quickly on my feet.

"Many of the patients the medical team treated sustained injuries as a result of flying debris, in particular from corrugated metal and coconut trees. However we also saw a lot of people with medical conditions not caused by the typhoon because they had nowhere else to go. Patients with long-term illnesses that had previously not been treated because they were too poor to access medical services were also helped." ■



Dr Andrew Taylor, second from left in the bottom row, with the medical team from UKIETR

patient**first** WINTER QUIZ

Geography

- Q. Name three of the coldest ten countries in the world...
- Q. In which country is Santa Claus known as Babbo Natale?

History

- Q. To which century can Father Christmas be traced back (in England)?
- Q. Was the carol 'Silent Night' composed in 1746, 1818 or 1912?

Literature

- Q. In the 'Twelve Days of Christmas', what did the 'true love' send on the seventh day?
- Q. Fill in the missing four words in this famous festive poem:
Twas the night before Christmas,
when all through the house,
not a creature was stirring...

Food/Dining

- Q. Which fruit based sauce is often served with turkey at Christmas?
- Q. What is it traditional to put in the centre of a Christmas pudding?

Entertainment

- Q. Who played the character raised as an elf in the 2003 film 'Elf'?
- Q. Which of the following celebrities celebrate their birthday on Christmas Day? - Annie Lennox (singer and part of the Eurythmics), Helena Christensen (super model), Shane MacGowan (The Pogues) and Alastair Cook (cricketer).

Sport

- Q. In which country will the 2014 Winter Olympics be held?
- Q. Aspen, Chamonix, St Moritz and Courchevel all boast world famous resorts for which winter sport?

(Answers to be published in the Winter edition)

Executive Team Update

Avey Bhatia, Chief Nurse



As we head further into the winter months, much of our focus as a Trust remains on being prepared and ensuring we have solid plans in place to keep both our hospitals running, despite the issues that the cold weather is likely to throw in our direction.

Something else we are continuing to focus our attention on is reducing the number of falls in our hospitals.

Patient safety is our top priority at all times, and recent months has seen us invest a lot in reducing the risk of our patients falling over while in our care.

We have a Fall Prevention Practitioner who works closely with staff across the Trust, training them to use the equipment we have in the

best possible way. The equipment we use includes sensors and alarms, as well as non-slip socks for patients to wear. All these invaluable items were purchased by our League of Friends at a cost of thousands of pounds so we are extremely grateful for their help and support.

We also have advice leaflets for inpatients and outpatients to help them avoid falls. While it may seem obvious, simple steps such as ensuring you have your eyes regularly checked and eating regular, healthy meals can significantly reduce the chance of you falling and injuring yourself.

There is plenty of help and advice outside our hospitals too. If you are

concerned about falling, or if you have a friend or relative you think is at risk of falling, you can contact your GP and discuss what support is available through your local community falls service.

While incidents of falling have reduced in our hospitals, we are still determined to learn from experience and to make the best use of the equipment we have, to make sure our patients have a safe and positive experience while in our care.

Avey

PATIENT DESIGNS EMBLEM FOR STAFF IN CHILDREN'S UNITS ACROSS TRUST

The children's units and wards from across the Trust recently held a competition for their patients to design an emblem for fleeces worn by members of staff.

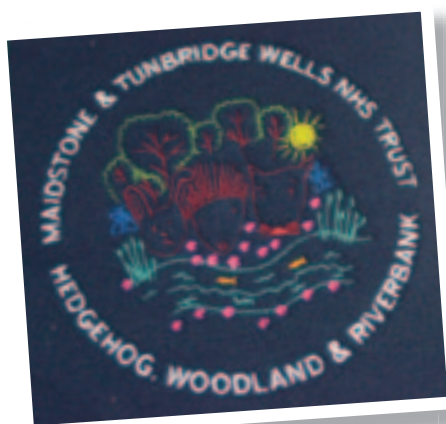
Riverbank Unit at Maidstone Hospital, and Hedgehog and Woodland Wards at Tunbridge Wells Hospital had a number of entries returned - and recently presented the winner with a special certificate for her efforts.

Fifteen-year-old Mary McCartan from St Simon Stock school in Maidstone won the competition with her colourful design depicting the names of all three units.

Mary said: "I am a textiles student and the competition gave me something interesting to do while I was in hospital waiting to have an operation.

"I am so pleased to have won - it's very surreal but I am very proud and the emblem looks really good on the fleeces!"

Hospital Play Specialist for the Trust, Vicki Belton, said: "We are delighted with the emblem. It reflects all the units across the Trust and we love how colourful it is. We had some fantastic entries but Mary's really stood out - she did a brilliant job!" ■



Autumn edition QUIZ Answers

GEOGRAPHY • How many countries does the river Rhine run through? - **4 countries** (Switzerland, Liechtenstein, Austria, Germany) • What was the country of Iran formerly known as? - **Persia** **HISTORY** • In which year did the Vietnam War end? - **1975** • In which year did the Titanic set out on its maiden voyage before striking an iceberg just a few days into the journey? - **1912** **LITERATURE** • Which famous horror writer penned The Tommyknockers, Dolores Claiborne and Salem's Lot? - **Stephen King** • How many Harry Potter books are there in the series written by JK Rowling? - **7** **FOOD** • Who are the two presenters of BBC's 'Great British Bake Off'? - **Mary Berry and Paul Hollywood** • Which country has a national dish of goulash? - **Hungary** **ENTERTAINMENT** • How many series of 'Strictly Come Dancing' have there been, including the series for 2013? - **11** • In how many films did Sean Connery play James Bond? - **7** **SPORT** • Selhurst Park is home to which London football club? - **Crystal Palace** • Which golf course will stage the 2014 Ryder Cup - **Gleneagles**

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

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

Health help in West Kent

The NHS is working to make it easier for people to find urgent care when they need it. NHS West Kent Clinical Commissioning Group (CCG) has prepared a flyer with details of local services – including those open late at night or round-the-clock – which can help people get the right care.

The CCG's website – www.westkentccg.nhs.uk – has further health advice and guidance. You can also download your own copy of the flyer from the website.

Health Help Now, a free NHS app, will be available on the website for use on smartphones, tablets and desktop computers at the end of December. Health Help Now will enable users to locate the best local treatment for their problem. ■



A massive thank you for the wonderful care given to my Dad in the Coronary Care Unit at Maidstone. Such a brilliant, skilful and dedicated team, and really kind and considerate, both to him and to me.

via mtw.nhs.uk

