

patient **first**

#patientfirst autumn 2014

'The more I thought about donating a kidney, the more it made sense and while it was a long process, it was also a fairly simple one'

Read Paul Sigston's story on p8

Trust signs up first Dementia Buddy p5

New clinical strategy for MTW p14



Welcome to the autumn edition of **Patient First!**

In this magazine, we have more real-life case studies – Joan Lockett and Judy Rose who were treated at Tunbridge Wells Hospital for a broken hip and a broken ankle, and have told us about their experiences.

We have a case study featuring our own Medical Director, Paul Sigston, who donated a kidney earlier this year.

This edition also includes stories about our Paediatric Orthopaedics service, a new tongue-tie clinic at Tunbridge Wells Hospital, a new sexual health walk-in service, our first dementia buddy and our annual staff awards, for which we would like your nominations!

As always, you can test your general knowledge with our quiz, try 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 really like 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 autumn – we'll see you in winter!

The Patient First team

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NEW BABY TONGUE TIE CLINIC OPEN AT TUNBRIDGE WELLS HOSPITAL

A new tongue-tie clinic has opened in the Women and Children's department at Tunbridge Wells Hospital.

A tongue tie is an extra piece of skin that goes from underneath the tongue to the floor of the mouth and restricts the tongue's movement. Tongue tie can affect a new born baby's ability to breastfeed as it can be harder for them to latch on to the breast and feed effectively. This, in turn, can also have a detrimental effect on the mother's breasts, and can be very painful.

Tongue tie can be easily rectified with a very simple procedure of snipping the tie with sharp, blunt ended scissors. Babies can feed immediately after the procedure and the tiny wound heals extremely quickly and easily.

In the past, babies with tongue tie would have had the procedure following a referral from a health visitor or GP, which took some time - but now, with the new clinic in place, the procedure can be carried out within a week of the baby

being born, and in some cases, before mum and baby are discharged home following the birth.

Infant feeding specialist, from Tunbridge Wells Hospital, Jean Meadows, said: "We aim to carry out this procedure within a week of the baby being born because it means the mother is more likely to continue trying to breast feed. The procedure is very quick and very simple and as soon as it is done, the baby can feed immediately.

"We hope the introduction of this clinic will be of great benefit to the new mums we see, whose babies have tongue tie, and we hope it will help encourage many of them to breast feed their babies if they are able to."

Tongue tie affects around 10% of the population. Not all tongue ties affect feeding.

NEWS FROM YOUR

Donations will help cancer survivors

Two donations have been made to our Gynae-Oncology Support and Help group (GOSH) in recent weeks. The first, £500, was presented to Vickie Gadd and Keli Willard, Macmillan Gynae-Oncology Clinical Nurse Specialists, by Vickie's husband, Inspector Andy Gadd from Kent Police. The money came from the Police Property Fund which uses some of the proceeds from seized assets to assist various local charities in their work.

The second cheque, for £1000, was presented to Gaynor Reeve,

by representatives from the Insolvency Service who raised the money after the family member of a colleague was diagnosed with cancer.

The money will go towards helping many patients make the transition from cancer treatment to survivorship. The GOSH group holds lots of events such as trips out and information evenings, which provide great support and motivation for patients, and this money will help the group continue to do that.



New Non-Executive Director Appointed

Alex King MBE has been appointed as a new Non-Executive Director on the Board of Maidstone and Tunbridge Wells NHS Trust (MTW).

Mr King has worked in the local health service before in a non-executive capacity. He is also one of the longest serving County Councillors on Kent County Council. Mr King was Deputy Leader of the County Council for

a number of years and is currently Chairman of their Policy & Resources Cabinet Advisory Committee. His business background is in management consultancy, specialising in human resources, general management and organisation and business development.

Tony Jones, MTW Chairman, said: "I would like to welcome Alex to the Trust. He has a wealth of experience and understanding that supports our drive to consistently provide the highest quality of care for our patients in or outside of our hospitals."

Safe staffing

Hospital trusts are now required to publish the number of hours of nursing time they planned to have in place to deliver safe nursing care, and the actual number of hours delivered.

This requirement followed the publication of the Government's response to the Francis Report 'Hard Truths; the journey to putting patients first' (2014).

Trusts are also required to undertake regular staffing reviews, at least twice a year, which are reported to their public Board meetings. In addition Trusts are required to report to their Boards and to the public on the planned v actual nursing hours undertaken.

MTW carries out regular staffing reviews, and these are discussed at its monthly public Board meetings.

Planned v actual nursing hours, as required by NHS England, can be found on the Trust website.

Avey Bhatia, Chief Nurse, said: "We welcome this new national initiative and the transparency it provides to the public and our patients on how we set nursing and midwifery staffing levels (planned levels) and those that are worked (actual level) by wards and shifts. We have safe staffing levels in our hospitals and are continuing to put patients first in everything we do."

The Trust also displays information about staffing levels outside its wards.

Autumn Panto brings sunshine to young patients at MTW Hospitals

Starlight Children's Foundation brought a big dose of sunshine to poorly children at Maidstone and Tunbridge Wells Hospitals when its amazing pop-up pantomime paid a visit.

Starlight is a national charity that grants wishes for seriously and terminally ill children and provides entertainment in hospitals and hospices across the UK.

Children were entertained with the pantomime Robinson Crusoe, a brand new adaptation of the classic children's story.

A Trust spokesperson said: "Every year we look forward to Starlight's Autumn Panto. We know that play can significantly help to improve a child's hospital experience and Starlight's Autumn Panto gives our young patients a chance to forget their illness for a short while and simply have some fun."



HOSPITALS

Trust signs up first Dementia Buddy

The Trust has signed up its first Dementia Buddy. Serina Gurung, 24, will be volunteering around three times each week on John Day ward at Maidstone Hospital.

Serina's role will be to help patients with dementia, making sure they receive plenty of social interaction, escort them to appointments within the hospital, participate in activities to maintain patients' cognitive capabilities, assist with food and drink, and provide information and support to carers and relatives.

"I am delighted to be involved in the voluntary Dementia Buddy Scheme," says Serina. "After recently completing my biomedical sciences degree I wanted the chance to combine my medical knowledge with getting more involved in my local hospital and doing something that was personally rewarding."

John Day ward at Maidstone Hospital and Ward 31 at Tunbridge Wells Hospital have been chosen to pilot the scheme. The pilot, which is run in partnership with the Trust and charity Alzheimer's & Dementia Support Services, will run for 12 months.

Each volunteer is given specialist training by the charity and the Trust before being allowed on the wards.



Buddies receive training in dementia, falls and cultural awareness as well as nutrition and hydration.

Natalie Emerick, Dementia Buddy co-ordinator for the Trust, said: "A Dementia Buddy is a very rewarding and much needed role that can make all the difference to a patient with memory problems and their families, ensuring they receive the best possible care.

"Time is a valuable commodity on the ward and a dementia buddy volunteer's sole responsibility and focus is on the patient providing company, stimulation and one-to-one attention, especially at meal times."

Anyone who is interested in becoming a volunteer Dementia Buddy at Maidstone or Tunbridge Wells hospitals, should contact Natalie Emerick on telephone 07961 501291 or email natalie.emerick@alz-dem.org

New walk-in sexual health clinic at Maidstone Hospital

The Trust's Genito-Urinary Medicine (GUM) department, known as the Rubin Clinic, has introduced a new, weekly, walk-in service.

The clinic, which takes place every Thursday, at Maidstone Hospital in the Rubin Clinic, between 8am and 11am is for patients who need testing for Sexually Transmitted Infections (STIs), advice, examinations and treatment, contraception (including emergency contraception) and HIV Post-Exposure Prophylaxis (PEP).

It is not necessary to book an appointment – anyone can just turn

up and wait to be seen by a member of staff.

GUM Nurse Manager, Rita Joseph, said: "We hope that this new walk-in clinic will make it easier and more convenient for patients to come and see us to discuss their concerns. We would urge anyone who has concerns about their sexual health to come along to the clinic, or to make a formal appointment with us. Our services are completely confidential and run by friendly and experienced staff."

There is one central booking line, 01622 225713, which can be used to

New consultant joins A&E team

A specialist emergency medicine consultant has joined the Trust.

Nick Bagley will work in the accident and emergency departments across both Maidstone and Tunbridge Wells hospitals.

He joins the Trust from Medway NHS Foundation Trust where he was a registrar. Nick, 34, trained at Barts, in London.

Since qualifying as a doctor, he has worked in NHS trusts all over the south east, which included a year-long stint at Maidstone and Tunbridge Wells NHS Trust as a registrar in 2011, and also completed a one-year placement in New South Wales, Australia.

"I love the pace and variety of emergency medicine so I'm looking forward to getting stuck into my new role at Maidstone and Tunbridge Wells NHS Trust," says Nick.

He added: "Every day is different and I like the challenge of treating a range of injuries, illnesses and diseases, from a cut finger to acute pain, heart attacks and strokes.

"My role will help to make sure that the department is delivering a high quality service that puts patients' needs at the very heart of everything we do.

"I'm really looking forward to being part of this friendly, close-knit A&E team again as I thoroughly enjoyed my time when I worked here a couple of years' ago."



book an appointment at Maidstone Hospital or Tunbridge Wells Hospital, at Trenchwood surgery in Tonbridge or Rowan Tree surgery in Tunbridge Wells.

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Sexual Health

Focus on...



PAEDIATRIC ORTHOPAEDICS

Since 2002, Maidstone and Tunbridge Wells NHS Trust (MTW) has provided a **Paediatric Orthopaedic Service**.

Paediatric Orthopaedics refers to conditions affecting the musculoskeletal system in children, and includes things such as: broken bones and trauma, sports injuries, degenerative diseases, infections, tumours and congenital disorders.

The Trust is very fortunate to have its own specialist centre, which has developed and expanded since 2002. Currently, this highly specialised service, in both the trauma and elective area is provided to patients from Kent, East Sussex and further afield. Most patients are treated following referrals from their GPs, although a proportion are emergency cases.

Most types of paediatric orthopaedic procedures are undertaken within the Trust (at Maidstone and Tunbridge Wells hospitals), with the exception of paediatric spinal surgery and high risk procedures requiring intensive care after surgery. Both hospitals have dedicated facilities for children with specialised paediatric nursing and anaesthetic services.

At the moment, The Trust is a major local centre for treatment of developmental dysplasia of the hip and club feet, and around 300 children with hip dysplasia and over 260 club feet have been treated.

Expertise in limb reconstruction, treatment of cerebral palsy are available as well as adolescent hip service.

Our Paediatric Orthopaedic Consultants:

Mr Marcos Katchburian FRCS (Orth) MSBOT *(left on photo)*

Marcos was appointed in 2002 and began the development of the service. A London Hospital graduate, he trained both in Brazil and on the South East Thames Training circuit. He completed Paediatric Orthopaedic fellowship training at Great Ormond Street and in the Hospital de la Timone Enfants, Marseille. As well Paediatric Orthopaedics, he also has an interest in adult hand surgery.

Mr Nick Nicolaou BSc (Hons) MBBS MSc (T&O) FRCS(ORTH) *(right on photo)*

Nick was appointed in 2011 due to the expansion of the service. A King's graduate, he also trained on the South East Thames circuit. He completed Paediatric Orthopaedic fellowship training at Great Ormond Street, Sheffield Children's Hospital, Royal National Orthopaedic Hospital in Stanmore and Inselspital, Berne, Switzerland. His elective practice is all in

Paediatric Orthopaedics and, in addition, he has an interest in post-traumatic limb reconstruction. He is an Honorary Senior Clinical Lecturer at Brighton & Sussex Medical School.

Mr Barry Hinves FRCS (Orth)

Barry joined MTW in 2012, following his retirement from the Conquest Hospital where he had 40 years' experience in Paediatric Orthopaedic surgery. He performs weekly out-patient clinics at Pembury, and is actively involved in Paediatric Orthopaedic teaching at all levels. He has previously been a regional advisor and chair for training in the South East and past Orthopaedic President for the Royal Society of Medicine.

Mr Ramesh Nadarajah MBBS FRCS (Orth)

Ramesh is a Consultant Paediatric Spinal Surgeon based at Great Ormond Street. He performs a tertiary referral combined clinic with Nick Nicolaou every three months at Tunbridge Wells Hospital. He performs surgery for all paediatric orthopaedic spinal pathology patients. Those who require surgery are treated at Great Ormond Street Hospital. He has an interest in paediatric and adolescent back pain.



PAT DOG, MERLIN, BRINGS HAPPINESS TO YOUNG PATIENTS

Victoria Berkeley and Merlin, with patient Travis Hall (2 and a half) and his sister Sophia (4)

Patients in Hedgehog Children's Ward at Tunbridge Wells Hospital had a treat recently when PAT dog, Merlin, came in to visit.

Merlin is a five and a half year old working cocker spaniel who is brought in to Tunbridge Wells Hospital children's unit, regularly, by his owner Victoria Berkeley, as part of Pets as Therapy (PAT).

Merlin and Victoria have been visiting the ward at Tunbridge Wells, and the Riverbank Unit at Maidstone Hospital, for a couple of years, bringing much happiness to young patients.

Maidstone and Tunbridge Wells NHS Trust Play Specialist, Vicki Belton, said: "Having Merlin visit is really relaxing and therapeutic for the children. It's something different and fun for them, and it breaks up the clinical aspect of their visit or stay. It's also great if they are missing their own pets while they stay in hospital. We all look forward to Victoria and Merlin coming to see us on the ward!"

With the single rooms at Tunbridge Wells Hospital, Merlin can visit those patients who want to see him, individually.

His owner, Victoria, said: "Merlin is very good at the visits and it's lovely that he can help to cheer the children up and give something back. You can actually see the difference he makes to the young patients in seconds, which is wonderful."

Pets As Therapy is a national charity, founded in 1983. It is a community-based charity providing therapeutic visits to hospitals, hospices, nursing and care homes, special needs schools and a variety of other establishments from volunteers with their pet dogs and cats.

NHS

- 1 Receptionist
- 7 Nurses
- 3 Doctors
- 2 Specialist Consultants
- 1 Tonsil operation
- 1 Yummy ice cream

Together we make it work

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Maidstone and Tunbridge Wells Hospitals

Feature



PAUL SIGSTON

Approximately 3000 people received kidneys last year – a large number of these were recipients receiving a family member’s kidney, and recipients receiving kidneys from deceased donors on the organ donation register. 106 were altruistic donations – these involve live donors choosing to donate a kidney to an unknown recipient. Here, we speak to Medical Director and Consultant Anaesthetist for Maidstone and Tunbridge Wells NHS Trust, **Paul Sigston**, 50, who donated one of his kidneys altruistically, just a few months ago.

It’s a reasonably well-known fact that most of us can live perfectly well with just one kidney. In fact, around 8% of the population have only one. However, it’s a very small proportion of us who make a choice to have only one, by donating the other.

“I had given some thought to donating a kidney for about eighteen months after hearing a radio broadcast on the subject of organ donation. It was at that point I decided to do something about it properly,” Paul said, “In the first instance, I consulted the internet and looked at the website for Guy’s Hospital in London.”

After making some initial enquiries, Paul decided to take the next step and met with a Consultant Nurse at the hospital to discuss the process of altruistic organ donation.

He said: “It was at that initial meeting that I found out quite a lot of information as a starting point. I was told around one third of people who put their names forward end up actually donating a kidney, mainly due to existing health conditions. I also

discovered that as part of the process I would need to speak with a psychiatrist about my reasons for wanting to go through the procedure, and that the whole process is anonymous on both sides – that is, I would not be told who received my kidney, and they would not be told anything about me either.

“About six weeks after the initial appointment, I had a whole day of tests to check my health and specifically my kidneys, and then I spoke directly to a kidney doctor in detail about the process as a whole. Later, as things moved on, I spoke to a psychiatrist, mainly to discuss my motives for wanting to donate my kidney and the potential impact on me and my family.

“It’s interesting because the ball was always very much in my court – I had to chase the hospital for information and appointments, rather than them chasing me. It was completely intentional – when you have to do the chasing yourself, you find yourself with plenty of opportunities not to, in case you

are having doubts. If you’re happy to make the effort and push the process forward, it cements the fact, in your own mind as well as in that of Guy’s Hospital, that you are sure about going through with the procedure.

“I was sure, which made it a fairly simple process in my mind. I have four daughters aged between ten and twenty so my wife and I discussed it with them and they were fine, in fact they were quite intrigued about what was involved. My wife also had the chance to speak to a co-ordinator at the hospital, without me, about the procedure, which was very helpful.”

‘the more I thought about donating a kidney, the more it made sense and while it was a long process, it was also a fairly simple one’

Eventually, Paul saw a surgeon at Guy’s Hospital and was officially added to the donor list so he could be matched with a suitable recipient.

Paul said: “I knew about a month before I actually had the operation that a recipient had been found and the recipient was notified about three weeks before the date of the operation.”

Paul's kidney was removed on 12 June this year at Guy's Hospital in an operation which took three to four hours.

"Although I had to attend very early on in the day, I don't remember anything before about 3pm that afternoon," he said, "I remember feeling sore but the pain was well managed and I only stayed in hospital for two nights. It's recommended that a donor takes up to 12 weeks off work following the operation, but I felt well enough to return within a month. I can honestly say that I felt completely back to normal within about five weeks – in fact I felt really good, healthy and content with the decision I had made."

Donating a kidney carries negligible long-term risks, and long-term outcomes for those who have donated are very good. Donors undergo yearly follow-up appointments to check for any early indicators of kidney disease – not because they are more likely to develop it but because they have less reserve, with just one kidney, should they show any signs of the condition.

"For me, the more I thought about donating a kidney, the more it made sense and while it was a long process, it was also a fairly simple one," Paul said. "My advice to anyone thinking about it would be to look at all the information available about the process and be sure in your mind it's the right thing for you. On a reassuring note, I would also say that the pain after the operation is not too bad and can be managed well. Psychologically and physically it makes you feel good – there are thousands of people waiting for kidneys and millions of people who don't need the two they have got. It only needs a small number of people to donate to completely change the lives of those who need them."

While the identities of both donor and recipient remain anonymous, messages can be passed by a third party from one to another (usually recipient to donor).

Paul received a heart-felt thank you letter from the recipient of his kidney shortly after the operation – she is a lady whose life had revolved around work and dialysis with little time or energy for anything else. In the week she received Paul's kidney, she also became a grandmother for the first time.

The NHS Organ Donor Register

In the UK, consent is required before organs can be donated. A person can give their consent to become an organ donor after death by joining the NHS Organ Donor Register or by discussing their wishes with loved ones.

Alternatively, a person's organs can be donated if consent is obtained after their death from an authorised person, such as a relative or friend.

The NHS Organ Donor Register is the same in principle as carrying a donor card, but is

a failsafe way of ensuring your wishes are made clear. A donor card can be lost or forgotten about, but joining the register will mean there's a permanent record of your wishes that doctors can check in the event of your death.

Joining the NHS Organ Donor Register is quick and simple, and will only take a few minutes of your time. You can remove yourself from the register at any time, and you can specify what you're willing to donate.

For more information you can visit www.organdonation.nhs.uk



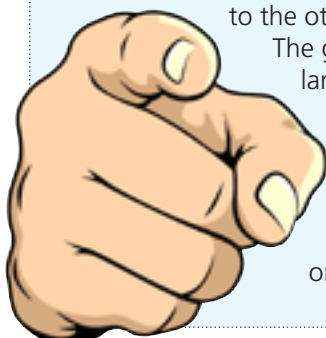
THE LEAGUE OF FRIENDS NEEDS YOU!

The League of Friends at Tunbridge Wells Hospital is looking for more volunteers to join them.

Over the years, the support the Trust receives from the League of Friends has grown, with them often purchasing non-essential but required medical equipment for the hospital, in addition to the other work they carry out.

The group has raised millions of pounds, with the largest single contribution so far being the provision of televisions for all the single patient rooms, at a cost of £340,000.

For further information about the League and for details about how to join, please contact Mrs Julie Watkins on 01892 543777, or visit www.friendsoftwhospital.org



Case studies

FRACTURES

Fractures are a common injury and hundreds of people are seen in our fracture clinics across both sites every week. We talk to two patients who have suffered a serious break...

In October last year Peshurst resident **Judy Rose** lost her footing on some steps and broke her ankle. Here Judy shares her story about the treatment she received and her recovery.

"I was walking down the steps outside my house when my left foot slipped and I fell, landing heavily on it," explained Judy, 67.

She added: "I heard it crack and the foot hung very oddly, so I knew I'd done some serious damage!"

Her granddaughter, who she was with at the time, summoned help from Judy's husband, who drove her to the accident and emergency department at Tunbridge Wells Hospital, Pembury.

Judy said: "I received fantastic treatment and service at A&E. I was seen

by triage straight away and only had to wait 10 minutes for an x-ray. On seeing the results, I was admitted to Ward 30 as I had broken my ankle in three places and I needed surgery to repair it."

Unfortunately, Judy's ankle was badly swollen and doctors had to wait for the swelling to go down before they could operate.

She added: "It took a couple of days before surgeons could operate. On Saturday morning I was taken to theatre to have three plates and pins and screws fitted to the ankle to fix the breaks.

"After the operation, recovery went smoothly. The staff on Ward 30 were absolutely brilliant and cared for me really well. The food was lovely too – in fact I ate the tastiest cauliflower cheese ever during my stay at Pembury!

"I was discharged really quickly from hospital on the Monday after I was

given the all-clear by an occupational therapist."

Patients who have undergone orthopaedic surgery will be seen by an occupational therapist before being allowed home to ensure they are able to undertake basic tasks. The therapist will also identify whether that patient requires additional support or aids for when they return home in order to maintain patients' safety and maximise their independence.

Judy said: "I received a lot of modifications from occupational therapy to allow me to get around my home as independently as possible. I was given crutches and a special chair and stool as well as a Zimmer frame, which all helped immensely.

"In total I was in a cast for around two months. I was delighted when the cast eventually came off, although I felt a little fearful about walking on my foot again! I was referred to the outpatient physiotherapy department at Pembury for a few sessions to build up my strength and mobility in the left ankle.

"They gave me a lot of exercises to complete at home as well as in the hospital session, which involved walking up and down a step, stretching the muscles, rotating the joint and balancing on a balance ball.

"Although my recovery was relatively smooth, I did have to visit the pain clinic a couple of times as the site of the operation was particularly sensitive. They were so helpful and gave me some pepper cream, which worked wonders at relieving the pain in the immediate aftermath of the operation.

Joan Lockett

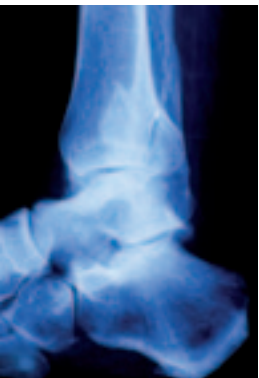


Judy Rose

"I really am pleased with the level of care and treatment I received at Pembury, and couldn't fault the team of medics who have helped me get back on my feet again!"

Fit and active octogenarian, Joan Lockett broke her hip in March this year after falling down some concrete steps outside her flat in Dunton Green. Keen to inspire and give hope to other patients who may be going through a similar situation, 88-year-old Joan talks about her injury and the road to recovery.

"I wanted to pick some flowers to cheer up a neighbour who wasn't feeling well, so I thought I'd pop out to the garden," says Joan, a fine artist.



She added: "As I was going down the steps I heard someone calling my name and turned, but lost my balance and fell heavily onto the concrete. I couldn't move and was in a lot of pain."

Mrs Lockett was rushed to Tunbridge Wells Hospital by ambulance, where she was immediately assessed by the A&E team. An x-ray showed Joan had sustained an intracapsular (in socket) neck of femur fracture and she was admitted to Ward 31.

The next morning, Mrs Lockett was operated on by orthopaedic surgeons, who replaced the hip.

Joan said: "I received a very high standard of dedicated care from all the nursing staff on Ward 31 during my stay in Tunbridge Wells Hospital, and the care from the surgical team was excellent too.

"After a week on the ward I was sent to Sevenoaks Hospital to recuperate. However, I was quite weak after the operation and, whilst at Sevenoaks, I unfortunately contracted pneumonia and had to be rushed to Maidstone Hospital for additional treatment and care."

After fighting off the infection, Mrs Lockett returned to Sevenoaks Hospital for a short spell and was then declared fit enough to return home.

"Once I was back home I could then concentrate on getting my mobility and fitness back. A physiotherapist visited to show me how to do a number of exercises to improve my muscle strength in my legs, which I do religiously every day. I was also given a number of walking aids and had other adaptations fitted to my home so that I could get around more easily.

"Before my fall I was very active and attended weakly Pilates sessions, so it was a bit of shock to find myself struggling to get around. Although I still feel a little nervous about going out and am still weaker than I was before my accident, I'm determined to fully regain my independence.

"I've received wonderful care in hospital and physical therapy support in my home, thank you everyone. I'm a very grateful patient!"

HIP FRACTURES

A hip fracture is a crack or break in the top end (neck) of the femur, nearest the hip joint. It can either occur in the part of the femur inside the socket of the hip joint (intracapsular), or outside the socket (extracapsular).

Hip fractures are a major public health issue due to an ever increasing ageing population (80 is the average age of a person who has a hip fracture).

Around 70,000-75,000 hip fractures occur in the UK each year. Hip fractures are more common in women due to the higher incidence of osteoporosis (weak and fragile bones).

Hip fractures are often the result of a fall. Falls are very common in older people due to other health problems, such as reduced vision and mobility and balance problems.

Surgery is usually the only treatment option for hip fractures.

NICE recommends that someone with a hip fracture should have surgery on the day they're admitted to hospital or the day after being admitted.

In about half of all cases, a partial or complete hip replacement is needed.

The rest require surgery to fix the fracture with plates and screws or rods.

The type of surgery you have will depend on a number of factors, including:

- type of fracture (where on the femur it is)
- your age
- your level of mobility before the fracture
- the condition of the bone and joint – for example, whether you have arthritis

The aim after surgery is to speed up recovery to help regain mobility and independence. The day after surgery, you should have a physiotherapy assessment and be given a rehabilitation programme that includes realistic goals for you to achieve during your recovery.

How long you'll need to stay in hospital will depend on your condition and mobility. After having a hip replacement, it may be possible for you to be discharged in three to five days.

Evidence suggests that prompt surgery and a tailored rehabilitation programme that starts as soon as possible after surgery can significantly improve a person's life, reduce the length of their hospital stay and help them recover their mobility faster.

ANKLE FRACTURES

A broken ankle is a relatively common injury, often caused by twisting the ankle, falls or a sports injury. It may be treated with a plaster cast or surgery and full recovery usually takes from eight to 12 weeks.

Simple ankle fractures can be treated with a plaster cast. You will not be allowed to put weight on the broken ankle so crutches are needed to walk with. Painkillers will be provided and an appointment should be made with a fracture clinic. Orthopaedic doctors will then take over the management of your broken ankle.

At the fracture clinic, a lighter plaster will be put on, which stays on for six to eight weeks. After four weeks you

may be able to put some weight on the ankle or change the plaster for a special removable boot.

You will be seen regularly at the fracture clinic and have further X-rays to monitor the healing.

More severe fractures often require surgery to realign the bones and fix them. A combination of plates, screws and wires may be used to hold the bones together. This procedure is called open reduction and internal fixation (ORIF). Normally, the metalwork is not removed unless it becomes a problem.

In rare cases, the surgeon may use an external frame to hold the broken bones together. This is called external fixation.

It takes about six to 12 weeks for a broken ankle to heal, but it may take longer to regain full movement of the lower leg and foot.

PATIENTS HELPING IMPROVE EYE TREATMENT

The Eye Unit at Maidstone Hospital is leading the way in helping develop new and more effective national treatments for eye conditions.

Specialist Consultants regularly run patient trials throughout the year that are at the forefront of research to improve or maintain people's sight.

"Research is vital for patients because it helps the NHS to provide the best possible care through evidence-based practice," says Consultant



Ophthalmologist Luke Membrey, who works in the Trust's eye department and is the Clinical Research Speciality Lead for Ophthalmology in Kent, Surrey and Sussex.

He added: "Being actively involved in pioneering research and trials means the Trust can improve the care and service we provide to our patients. The eye unit is very active in terms of new trials, which is great news for patients locally who have the chance to access the very best treatment."

Currently, Mr Membrey is about to start two trials with a further three studies at the end of the year.

The TAPAS trial will look at ways to better treat patients with macular degeneration that have experienced a bleed in the eye. The Trust is one of only three sites in the UK that is involved in the research, which is expected to last a number of years. Ophthalmologists

at the Trust will test a new method of injecting a clot busting drug with a small bubble of gas into the eye to displace the clot, minimising vision loss.

A 12-month Clarity study will focus on preventing the issue of new blood vessel growth at the back of the eye in diabetic patients, which can cause blindness. An injection of a special drug that targets the chemicals in diabetics that cause the blood vessels to grow will be trialed.

In addition Mr Membrey will be involved with research that investigates radiation beam treatment for macular degeneration and using steroids for those that have suffered an eye injury. Trials on Glaucoma are also being held.

Mr Membrey said: "Any patient with one of these specific eye conditions, who are interested in taking part in our trials, should speak to their ophthalmologist next time they visit the eye clinic."

Patient's charity ball raises thousands for Charles Dickens Ward

A charity ball, held by one of our patients, Hayley Martin, at the Weald of Kent golf club, raised an amazing £12,000 for Charles Dickens ward at Maidstone Hospital and charity, Hair and Beauty Benevolent (HABB).

146 people attended the event in August, including 16 chemotherapy nurses from Maidstone, where Hayley has been treated for bowel cancer.

The evening started with a champagne reception, and a singer and saxophone player entertained the guests as everyone arrived and then throughout dinner, which was a four course meal.

Other features of the night included a magician, a photographer, a photo booth and DJ.

The money was raised through a silent auction, the prizes for which

included a trip to Jersey, trip to Ireland, a day at Kempton Races, and a ride on the Orient Express.

There was also a raffle for an ipod, vouchers, afternoon teas, beauty treatments, and restaurant meals.

Hayley said: "My sister, Jodie, and my two cousins, Emma and Charlotte, put in a lot of hard work helping me to arrange the ball. We couldn't believe it when we found out how much we raised. We are absolutely over the moon.

"The silent auction and the raffle were a massive success and we also gave away an iPad and got guests to play a heads and tails game to win a plasma TV.

"I can't thank everyone enough for coming along and getting involved. The £12,000 we raised is going to be split equally between Charles Dickens ward and HABB."



Keli Tomlin who runs Charles Dickens ward, a chemotherapy unit, at Maidstone Hospital, said: "We are so grateful to Hayley for this amazing donation. The ball was brilliantly organised and a huge success, thanks to her and her family."

Recipe

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



Coffee and chocolate all in one tray bake

Ingredients:

8oz margarine or butter (softened)
8oz self raising flour
1 tsp baking powder
1 tsp cocoa powder
8oz caster sugar
4 eggs (beaten)
3 tbsp coffee (instant granules) dissolved in 2tbsp hot water

Topping:

4oz white chocolate
2oz butter
3 tbsp milk
6oz icing sugar

Method:

Preheat oven 180°C/350°F/Mark 4. Line 11" x 7" shallow tin.

Sift flour, baking powder and cocoa powder into bowl. Add butter, caster sugar, eggs and coffee. Beat together with electric whisk until smooth. Pour into prepared tin.

Bake for 30 minutes or until firm to touch. Leave to cool in tin for 10 minutes. Peel away baking paper and place on wire rack.

To prepare the topping, place chocolate, butter and milk in a bowl over a saucepan of simmering water and stir until melted.

Remove bowl from saucepan, sift in icing sugar and beat until smooth.

Spread over cake, dust with cocoa powder or finely grated dark chocolate. Cut into small squares.

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.

patient first AUTUMN QUIZ

Geography

- Q. Where would you find the whispering gallery?
Q. What is the capital of Madeira?

History

- Q. Which historical killer was also known as 'The Whitechapel Murderer'?
Q. In which century was the Black Death?

Literature

- Q. In which Roald Dahl book does Grandma grow so big that her head breaks through the roof of the house?
Q. Who wrote the most recent Sherlock Holmes novel 'The House of Silk'?

Food/Dining

- Q. What type of pastry is used for a profiterole?
Q. In an Indian restaurant, if you were served 'aloo' which vegetable would you be eating?

Entertainment

- Q. In the 90s sitcom 'Friends' what was the surname of sibling characters Ross and Monica?
Q. Sting was lead soloist with which pop group?

Sport

- Q. Who won the men's singles at Wimbledon in 1985 aged just 17?
Q. In cricket, how many matches generally make up an Ashes Test series?

(Answers to be published in the Winter edition)

New clinical strategy for MTW

Maidstone and Tunbridge Wells NHS Trust is in the early stages of developing a new five year clinical strategy to improve people's health and long-term wellbeing.

The strategy will set out how the Trust aims to meet people's changing health needs between now and 2019 with a new mix of preventative community-based care and specialist hospital services.

Part of the strategy is likely to focus on ways MTW can help radically reduce avoidable hospital admissions, by improving the wellbeing of people with chronic long-term health problems.

Around 15% of the population in West Kent and north East Sussex live with the effects of one or more chronic illnesses such as chronic obstructive pulmonary disease (COPD), chronic heart disease, diabetes and stroke.

Over 20,000 people with chronic illnesses are currently admitted to Maidstone and Tunbridge Wells hospitals, in an emergency, each year. This represents 55% of all emergency admissions and accounts for 80% (200,000) of all the days patients spend in hospital following emergency admission locally.

Many of these hospital admissions are potentially avoidable by managing people's on-going care needs differently. With fewer emergency admissions, the Trust can develop new types of planned care for patients.

The Trust is also reviewing patient's experiences of its stroke services as part of work to improve patient care. The service has not consistently met national standards and the information it receives from patients will be used to help shape improvements.

Health organisations throughout Kent have targeted an improvement in people's health and wellbeing generally to reduce unsustainable growth in demand for NHS and social care services.

West Kent Clinical Commissioning Group, which manages the area's NHS funding, estimates that demand for NHS care will exceed available resources by £60 million each year, from 2019 onwards, unless more is done to prevent ill health and reduce demand. One in five people in West Kent will be over the age of 65 in five years' time and one in three will have long-term health problems creating an unsustainable rise in hospital admissions.

The Trust has revised its Mission, Vision and Objectives to help develop its new Clinical Strategy. We want your views. Are these relevant, appropriate and reflect what you think is important?

The Trust's Mission is: "Our purpose is to provide safe, compassionate and sustainable health services."

The Trust's Vision is: "To provide the highest, consistent, quality care to our patients, whether in or outside a hospital setting."

Strategic objective 1: To transform the way we deliver services so that they meet the needs of patients

Strategic objective 2: To deliver services that are clinically viable and financially sustainable

Strategic objective 3: To actively work in partnership to develop a joint approach to future local health care provision

If you would like to comment on the Trust's Clinical Strategy, or its new Mission, Vision and Objectives, please email: mtw-tr.myhealthcare@nhs.net

Alternatively, you can talk to the Trust via social media (facebook) www.facebook.com/mymtwhealthcare (twitter) @MTWnhs

Executive Team Update

It has been confirmed that the Care Quality Commission (CQC) will carry out an inspection of our hospitals in mid-October, for three days.

It is the CQC's job to check whether hospitals, care homes, GPs, dentists and services in people's homes are meeting national standards. They do this by inspecting services and publishing their findings, which helps people to make choices about the care they receive.

During their inspections the CQC:

- ask people about their experiences of receiving care.
- talk to staff.
- check that the right systems and processes are in place.
- look for evidence that the service isn't

meeting national standards.

Sometimes the inspectors are accompanied by clinical experts and experts by experience (people who have experience of receiving care) who will also talk to people who receive care.

We hope that the inspection will give us the opportunity to showcase some of the great work that is going on within our hospitals, and also help us to identify areas where there is room for improvement so we can take action quickly and continue to provide the best possible care for our patients.

Our patients remain at the forefront of everything we do and we will continue to do everything we can to ensure each and every individual under our care has a

positive experience and a good service from us.

For more information about the CQC and their work, you can visit their website - <http://www.cqc.org.uk/>

If you would like to provide the CQC with feedback about your experience, please contact:

Online: www.cqc.org.uk/contact-us

By email: enquiries@cqc.org.uk

By letter: CQC, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

By phone: 03000 61 61 61

Paul Sigston, Medical Director and Consultant Anaesthetist



Paul

Autumn edition QUIZ Answers

GEOGRAPHY • Which island group include Ibiza, Menorca and Majorca? - **The Balearic Islands** • The ancient city of Machu Picchu is in which country? - **Peru**

HISTORY • Who led the Luftwaffe in the Second World War? - **Hermann Goering** • What was held in the Crystal Palace in 1851? - **The Great Exhibition**

LITERATURE • What was the first name of Agatha Christie's Miss Marple? - **Jane** • Who is the wizard in The Hobbit? - **Gandalf**

FOOD • Peri peri (or piri piri) chicken, hails from which country? - **Portugal** • From which herb is pesto made? - **Basil**

ENTERTAINMENT • What is Indiana Jones's profession? - **Archaeologist** • Which policeman was at the centre of the Pink Panther movies? - **Inspector Clouseau**

SPORT • In basketball, how many players from each team are there on court at one time? - **5** • A flag often seen at Australian sporting events depicts which animal boxing? - **Kangaroo**

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

Stop Smoking Service

For free NHS support to stop smoking contact the Stop Smoking Service on 0300 123 1968.

GP and dentist out of hours

Call 111

Pharmacy

Late night and Sunday pharmacies

Maidstone

Link Pharmacy, 88a King Street, Maidstone – 01622 752990 (opening hours: Mon – Fri 6am – 11pm and Saturday 6am – 9pm)

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

FIND HEALTH HELP WITH NHS WEB APP

The NHS in Kent has a free web app to help you find the right treatment, especially when you are not sure what to do or who to contact.

Whether you have a baby with a high temperature, a child who is being sick, a teenager who is feeling low or you have sprained your ankle and for many other health problems, the Health Help Now web app can guide you to the service that will help you best.

Health Help Now lists common symptoms and helps you find the best place for treatment for them in Kent. It shows the nearest services, whether they are open or closed, and provides a map of their location and directions.

Health Help Now also offers reliable health advice and links to other useful websites. Available at www.healthhelpnow-nhs.net, it works on smartphones, tablets, and computers.

Why not save it to your device now so you have it to hand when you need it?

If you don't have internet access, or if you need medical help fast but it isn't a 999 emergency, dial 111.



NOMINATE MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST STAFF FOR AWARD

Nominations for the Trust staff awards scheme are now open.

The annual Staff Star Awards are organised by the Trust to recognise those clinical or administrative employees and teams that are dedicated and committed in providing exceptional levels of service or very high standards of care, ensuring patients' needs are put first.

Patients and members of the public can nominate a team or individual online at www.surveymonkey.com/s/staffstarawards2014, or pick up a nomination form from the main hospital reception desk at Maidstone or Tunbridge Wells hospitals.

Alternatively fill out the nomination form below and send it to:

Communications Department,
Room 119, Maidstone Hospital,
Hermitage Lane, Maidstone,
ME16 9QQ

The awards categories are:

- **Patient First** – awarded for compassionate care and patient focus, which goes above and beyond normal expectations
- **Respect** – awarded for teamwork, diversity, openness and honesty
- **Innovation** – awarded for drive for continuous improvement, innovative thinking and a willingness to embrace change and share ideas
- **Delivery** – awarded for continuous high standards and performance



STAFF STARS AWARDS 2014

- **Excellence** – awarded for integrity and exceptionally high standards of conduct
- **Volunteer of the Year award**
- **Team of the Year award**
- **Employee of the Year award**
- **Sandra Graham Clinical Excellence award**
- **Sylvia Denton Award for Care and Compassion**

Nominations close at 6pm on Monday, 6 October. Winners will be announced at an awards ceremony on Friday 21 November.

More information is available on the Trust website in the About the Trust section – visit www.mtw.nhs.uk.

Maidstone and Tunbridge Wells 

Nomination Form

Nominations are welcome from individuals, teams and/or departments.

Name of individual or team you are nominating: <input type="text"/>		Nomination Category Please tick one box only. Please use separate forms if you are nominating this individual or team in more than one category.	
Job Title: <input type="text"/>		<input type="checkbox"/> Patient First	<input type="checkbox"/> Volunteer of the Year Award
Ward/Department: <input type="text"/>		<input type="checkbox"/> Respect	<input type="checkbox"/> Team of the Year Award
Site: Maidstone <input type="checkbox"/> Tunbridge Wells <input type="checkbox"/>		<input type="checkbox"/> Innovation	<input type="checkbox"/> Employee of the Year Award
Contact Number and/or email: <input type="text"/>		<input type="checkbox"/> Delivery	<input type="checkbox"/> Sandra Graham Clinical Excellence Award
Manager's Name: <input type="text"/>		<input type="checkbox"/> Excellence	<input type="checkbox"/> Sylvia Denton Award for Care and Compassion
Your Name: (Anonymous applications will not be considered). <input type="text"/>		Please summarise why you feel the nominee(s) deserves the award, focusing on how they are making a real difference in their role and how the specific criteria for this award category has been met. Please provide specific examples to support your nomination. Use a separate sheet if necessary.	
Ward/Department: (if applicable) <input type="text"/>		<input type="text"/>	
Your contact number and/or email: <input type="text"/>			
Does this person know that you are nominating them? Yes <input type="checkbox"/> No <input type="checkbox"/>		Thank you for taking the time to complete this nomination. Please return, by 6pm on Monday 6 October 2014, to: Communications Department, Room 119, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ.	
Please note: MTW NHS Trust will hold these details on file until the award ceremony and may contact you with regards to your nomination.		You can also nominate online: https://www.surveymonkey.com/s/staffstarawards2014	