

# patient **first**

#patientfirst Summer 2016

**'Anyone can do pilates or yoga, regardless of health, levels of fitness or ability'**

New health and wellbeing programme for people living with secondary breast cancer

Four-legged life-saver [p6](#)

Treating clubfoot in babies [p10](#)

Staff help save the life of baby Fergus [p7](#)



# Welcome to the summer edition of Patient First!

In this magazine, we have a number of patient stories and features so you can find out about the care we provide first-hand from patients and their families. We hear about Fergus Ainsworth, a baby whose life was saved by our quick-thinking staff and our colleagues at the Evelina London Children's Hospital. We also speak to a number of parents about our specialist treatment for clubfoot – a condition which affects one in 1000 babies. And Claire Pearson tells us all about her life-saving four-legged friend, Pal.

There's a feature about a brand new health and wellbeing pilates and yoga programme for people living with secondary breast cancer, and an interview with Maidstone Hospital phlebotomist, Stacey Davis.

There's information from our Chief Nurse, Avey Bhatia, about the results of the most recent national inpatient survey, as well as all the latest news from our hospitals.

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 summer!  
See you in autumn!

## The Patient First team

### Contacts

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

Communications Team: **01622 228658**

Communications email: [mtw-tr.communications@nhs.net](mailto:mtw-tr.communications@nhs.net)

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

Maidstone Hospital: **01622 729000**

Tunbridge Wells Hospital: **01892 823535**

Website: [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

## Contents



- 4 New equipment**  
Bladder scanner donated to Kent Oncology Centre to benefit patients
- 7 Case study**  
Read about baby, Fergus Ainsworth, and how our staff helped save his life
- 8 Health and wellbeing**  
A new pilates and yoga programme is being launched to help people living with secondary breast cancer
- 10 Clubfoot**  
Find out how we treat the condition and hear from three families who have first-hand experience
- 12 Phlebotomist interview**  
Meet Stacey Davis, a phlebotomist with the Trust for eight years
- 14 Marathon success**  
Read how the efforts of one of our ward managers has raised thousands for a charity close to her heart

Find us @MTWnhs #patientfirst



Like us and join in the conversation  
[www.facebook.com/mymtwhealthcare](http://www.facebook.com/mymtwhealthcare)



Linked In at [www.linkedin.com/company/maidstone-and-tunbridge-wells-nhs-trust](http://www.linkedin.com/company/maidstone-and-tunbridge-wells-nhs-trust)



# DEDICATED CHILDREN'S A&E OPEN AT TUNBRIDGE WELLS HOSPITAL



**A few weeks ago, Maidstone and Tunbridge Wells NHS Trust opened a dedicated children's A&E at Tunbridge Wells Hospital.**

The new unit is situated near to the main A&E department and has seven bays, a waiting room and a breastfeeding room. It will be dedicated solely to providing emergency care to patients under the age of 16.

A&E Matron, Stella Davey, said: "We hope this new facility will enhance and improve the services we currently provide for our younger patients and their families, and allow us to ensure they receive the best possible care in the most efficient way. To help run the unit 24/7, we have additional paediatric trained nurses, nursery nurses and consultant paediatricians."

The Tunbridge Wells Hospital League of Friends, local charity Emilia's Little Heart and local company

Neubies have donated wall stickers, chairs and storage to the unit, to help make the environment more child-friendly, and A&E staff are currently undertaking a number of charity events to raise money for more distraction equipment and toys.

Maidstone and Tunbridge Wells NHS Trust's Chief Executive, Glenn Douglas, said: "I am very pleased that we have opened a dedicated A&E for children. It's a much nicer environment for our younger patients to be treated in and will mean that we can provide the best possible service in the most efficient way. I would like to thank the staff that have worked tirelessly to get the unit up and running."

Last year, 14.1% of all people seen at Maidstone and Tunbridge Wells NHS Trust's A&E departments were under the age of 16.



# NEWS FROM YOUR

## Day service users with learning difficulties visit A&E

Thirteen service users, with learning disabilities, from day centres in Sevenoaks and Tonbridge, and six of their carers, recently visited A&E at Tunbridge Wells Hospital to meet staff and learn about how the department works.

The event was set up after some residents provided feedback through an A&E 'Meet the Matron' session to say they felt daunted and a little scared to come into the department. The aim was to make those with learning disabilities, who do have to attend A&E, feel more comfortable with the environment and happier to come in should they need to.

While they were at the hospital, the group had a tour of the department, saw the helicopter pad and met the A&E reception staff to talk about how to book in and what happens at triage. They also visited the x-ray department to see the machines and to learn about what happens when you have an x-ray taken.

All the guests then practised taking each other's blood pressure and learnt some first aid, including the recovery position, minor injury treatment, plastering and slings.

Maidstone and Tunbridge Wells NHS Trust A&E Matron, Stella Davey, said: "The day was a real success and we have had some fantastic feedback from those who attended, with

some saying they no longer feel scared to come to A&E. We hope that in the near future, some of our staff will go out to the day centres, to teach basic first aid to a larger group."

Nicki Martin, Community Support Organiser from Sevenoaks Day Service, said: "I would like to extend our thanks to the team at A&E for making our service users feel really welcome and valued during these meetings. Hospitals can be quite daunting to this client group due to many factors, but being able to visit and build up a positive relationship with the staff and environment will go a long way to ensuring any potential future admissions will certainly be less stressful!"



## Kent Oncology Centre receives vital equipment from local charity

A state-of-the-art bladder scanner has been donated to Kent Oncology Centre by the Prostate Cancer Support Association Kent (PCSA Kent).

The scanner, which cost £7,500, was handed over to Christine Richards, Head of Radiotherapy Services, and other staff from the centre, by Terry Laidlaw, Chairman of PCSA

Kent, and the original founder of the charity and fundraising manager, Graham Edwards, in May.

Christine Richards said: "This piece of equipment will be of huge advantage to our patients. The new bladder scanner will help us to monitor our patients prior to their treatment, so that we can minimise the side effects that they may experience. We will also use it to assess patients, to determine whether they would benefit from medication to help them through their treatment. The new scanner will complement equipment previously donated by PCSA, and which is used daily throughout the department. I would like to sincerely thank PSA Kent for all the time they give up to fundraising, and their continued support of the Kent Oncology Centre."

All money raised by PCSA Kent is used to purchase medical equipment in the diagnosis and treatment of prostate cancer which is donated to relevant urology and radiotherapy departments across the county.

Graham Edwards said: "We are really pleased to hand over the scanner to Kent Oncology Centre and we hope it will benefit many patients. We are keen to raise the profile of this male only cancer and we encourage men to get a PSA test, especially if they have certain risk factors, such as having to visit the toilet more often than is usual, or if there is a family history of prostate cancer. If in doubt, check it out!"



# HOSPITALS



## Health and wellbeing event for cancer patients a success

A health and wellbeing event run by a team from Kent Oncology Centre, with Macmillan and other volunteer organisations, a few weeks ago, has had very positive feedback.

The event was for patients and carers, as part of the Survivorship programme and was organised by the Kent Oncology Centre Survivorship Group, led by Gemma Craig, Lead Oncology Nurse, and Dr Rema Jyothirmayi, Consultant Oncologist.

The event took place at Detling Showground and was for patients who have completed or are nearing completion of active cancer treatment. It aimed to help those who attended feel supported in managing the transition from treatment (chemotherapy, radiotherapy, surgery) to 'normal' life.

The event included talks about diet, exercise, financial support, emotional wellbeing and health awareness. There were also a number of information stalls staffed by local support services and charities. The afternoon consisted of a number of breakout sessions, to allow attendees to choose subjects of interest to them.

Dr Rema Jyothirmayi said: "The health and wellbeing event was a real success with patients feeding back to us that they found it informative and useful. It's so important to make sure that people who are nearing the completion of their treatment feel supported in their transition to a normal life again. It's not always an easy process and it's vital that people have the information and support that they need. Care doesn't just stop because their treatment has.

"We are planning another similar event in September and we hope we can really build on the success of the first one."

## Working with partners

An agreement between Maidstone and Tunbridge Wells NHS Trust (MTW), and Outreach Rescue Medic Skills (ORMS) was signed, recently, at Tunbridge Wells Hospital, to mark an official agreement to work together training staff to deal with emergencies.

The HM Coastguard search and rescue (SAR) helicopter crews, who work in some of the most hazardous environments in all weathers, will have the opportunity to work alongside staff from MTW, to gain first-hand experience, in a hospital environment. As a result of the close working relationships locally, hospital staff will be trained by the crew to work within a helicopter, in case a patient should need to be transferred by air.



## New Deputy Chief Nurse

The Trust has recently welcomed Claire O'Brien, our new Deputy Chief Nurse.

Claire joins us from Lewisham and Greenwich and brings with her a wealth of experience in all areas related to nursing standards, nurse education, recruitment and nursing professional issues.



## New role to help with mental health

Hellen Robinson has recently taken up a new role at the Trust, as perinatal mental health nurse within the maternity department at Tunbridge Wells Hospital.

During pregnancy and in the year after birth around 15% of women can be affected by a range of common mental health problems, including anxiety and depression.

Perinatal mental illnesses (issues such as anxiety, depression and postnatal psychotic disorders) affect between 10-20% of women and, if untreated, can have a devastating impact not only on the women's lives but may also compromise the cognitive, emotional and behavioural development of infants.

Hellen will be carrying out training for colleagues to make them aware of the impact of perinatal mental health and how it affects women and their families, as well as acting as a source of advice and support for both midwives and families.



## Feature

# THE BEST MEDICINE EVER!

Being woken at 3am by a wet black nose, a big pink tongue and a rather large paw in your ribs may not be everyone's idea of an early morning alarm call but for me it's a life saving warning.

I've had type 1 brittle diabetes for 41 years and end stage renal for about 10 years so these 'wake up' calls are a regular but vital part of my life.

I grew up with my diabetes with fairly good control, got married and had two healthy boys but suddenly I was taken very ill and spent weeks in hospital with hyperglycaemia and ketoacidosis. This was when I was hit with the shocking news that I may one day need a kidney/pancreas transplant and most probably, dialysis.

After getting home I began to sink into a severe bout of depression, later to be diagnosed as PTSD (post-traumatic stress disorder) and my hypo awareness became non-existent. The effects of this on my children, my husband and my mum were devastating; they were worried about leaving me for any length of time on my own.

Then, five years ago, I saw an advert for a charity called Medical Detection Dogs. These amazing animals were helping people like me by warning them of an oncoming medical emergency.

I applied for an assistance dog and in 2012, Pal, my handsome,

clever, smart and charming black Labrador came to live with us. My life saver, Pal, alerted me to my blood sugars dropping the very first evening we were together and he's never let me down since.

Pal is able to alert me with a lick, nudge and a paw, just by a sniff of my breath when my blood sugar is dangerously falling or rising, to stop me from collapsing. He saves my life on a daily basis, he will even fetch my monitor and glucose, or insulin and the phone if needed.

In the autumn of 2013 I began peritoneal dialysis. Pal soon learnt that because of hygiene he couldn't lick at me so learnt to fetch a ball instead and this was my signal to check my blood sugars. Unfortunately, I had issues with the dialysis fluid leaking through my diaphragm on to my lungs so I had to make the difficult decision to change to hemo dialysis.

I knew the only way I could cope with this was if my super woofer, Pal, could come with me. My consultant agreed immediately, as he could see the huge positive impact Pal was having on my life.

Pal and I now travel by hospital transport, car or ambulance three

times a week. From our very first visit, Pal has captured the hearts of all the staff, he curls up on his blanket next to my chair and snoozes, sometimes even snores much to everyone's amusement. He comes to all my dialysis sessions with me, at the Maidstone Hospital Satellite Unit.

I am now also on an insulin pump which helps and Pal regularly visits the Diabetes pump clinic in Tunbridge Wells.

Pal has given me the confidence to go out alone again; we do a lot of charity talks and fundraising but, most of all, he has changed my whole family's lives. They are much happier to go to work and college knowing PAL will keep me safe... and he's a fabulous family pet too.

PAL is my life saver and life changer and most definitely the best medicine I've ever had... thanks Medical Detection Dogs.

*Claire Pearson  
(and Pal)*



## Case study

# FERGUS AINSWORTH CASE STUDY

**Fergus Ainsworth** was born three weeks early on 1 February 2016. Diagnosed with Down's Syndrome, his health took a turn for the worse one week after his birth. Here is his family's story...

Fergus is Julius and Sinead Ainsworth's third child. He was diagnosed with Down's Syndrome following the routine 12 week antenatal scan. At 30 weeks, it was discovered that he also had a small ventricular septal defect (VSD) - a small hole in the wall that separates the left and right ventricles of the heart.

On 31 January, Sinead went into labour and delivered Fergus at Tunbridge Wells Hospital the following day.

Sinead said: "On the evening of Saturday 6 February, I noticed that Fergus had become unresponsive and I was struggling to rouse him. He was beginning to feel cool and I couldn't obtain a reading on the thermometer when trying to take his temperature. Recognising that there was a serious problem, and fearing the worst, Julius and I rushed him straight to A&E at Tunbridge Wells Hospital."

On arrival, specialist doctors immediately began to examine and treat Fergus. Once he was stabilised, ventilated, had an IV line in and was wrapped in an insulation blanket, Fergus was taken to theatre for x-rays. It was established that there was fluid on his left lung, which explained his difficulty breathing – in essence, Fergus was drowning.

Sinead remembers: "It was awful seeing him like that, such a tiny bundle all wrapped up, and we didn't know what to expect. It was so surreal, a real out-of-body experience."

Fergus' condition was so serious it was decided to transfer him to the specialist children's hospital, Evelina, in London, where he was admitted to their intensive care unit.

Following a scan of his heart, a drain was inserted into Fergus' left lung to commence draining of the fluid and lines were inserted into him to administer medication required to improve his vital signs.



After numerous further tests and scans, it was discovered that the fluid draining from his chest also contained chyle, leading to a diagnosis of an extremely rare condition known as Congenital Bilateral Chylothorax, which results from lymph fluid leaking from the thoracic duct. While this condition is very rare,



there is an increased incidence in children with Down's Syndrome.

Thankfully, Fergus started to improve, however a subsequent CAT scan indicated a build-up of air in the pleural space around the lung. Urgent treatment ensued to remove the air and stabilise his lung function.

Julius said: "The next target was to get Fergus off the ventilator and breathing independently. This took five days with Fergus initially doing well, but due to his slow progress, he was put on continuous positive air pressure (CPAP) to help support his breathing and enable this to continue."

However, the cardiology team involved in Fergus' care found that his VSD (hole in his heart) was now considered to be of moderate size. So, on the day Fergus turned five weeks old he had open heart surgery.

Two weeks after the operation and the cardiology team signed him off and he was handed over to the respiratory team and transferred from the Paediatric Intensive Care Unit (PICU) to the High Dependency Unit (HDU) at the Evelina.

Ten days later the family finally got the all clear and Fergus was discharged from hospital. The two-month ordeal was nearing an end and Fergus was coming home!

Sinead and Julius said: "We are eternally grateful to everyone who helped with Fergus during what was a really difficult time. We received nothing but the most caring, selfless and professional lifesaving NHS treatment – and it all started over a weekend. If it hadn't been for the amazing staff on duty that weekend, he would not have survived.

"The wonderful staff at the Evelina London Children's Hospital treated him and nursed him back to health, but the fast and thoughtful actions of the staff at Pembury Hospital undoubtedly saved his life."

They added: "When we look back now and think of all that the teams did for us, we feel so humbled and grateful. We were powerless and had to put our trust in the doctors. It was hard, but their expertise, knowledge and overall unfailing dedication and care saved our son."

## Feature



## NEW HEALTH AND WELLBEING PROGRAMME FOR PEOPLE LIVING WITH SECONDARY BREAST CANCER

A new programme for people living with secondary breast cancer was launched in June, in partnership with Breast Cancer Kent and the YMCA in Maidstone.

Free pilates and yoga sessions are run at the YMCA in Loose, weekly on a Thursday, for those who want to come along, with a private social session held afterwards.

Pilates instructor, Vicki Bernard, who will be taking the classes, said: "Pilates is a very effective form of exercise, it is gentle and easily modified to accommodate injuries, imbalances and weaker areas of the body. It's ideal for people living with secondary breast cancer, as some may have swelling in their arm, or lymphedema as a result of previous surgery - pilates can help with this swelling which is caused by the fluid not draining properly.

"Pilates works on all areas of the body and improves lung capacity, getting more oxygen into the body and helping to repair cells. It can be done at a pace to suit the individual doing it so there is no pressure to take on more than they feel able to. It's great for stress relief and relaxation too which I think will be of huge benefit to those who come

along to the classes. We plan to alternate weekly between pilates and yoga sessions.

"Anyone can do pilates or yoga, regardless of health, levels of fitness or ability. Both forms of exercise are completely adaptable and can be done at a very gradual pace so they really do suit almost everyone."

The classes have around 15 places and are booked directly through the YMCA on a first-come, first-serve basis. They last around 45 minutes and are followed with a social get together afterwards, giving those who have attended the class the chance to chat and catch up.

Jo Aston, who is living with secondary breast cancer and who has helped set up the classes, said: "The idea originally came up at the monthly meetings held at the Hop Farm for people living with secondary breast cancer, when we heard from a speaker who talked about the benefits of exercise such as pilates. The YMCA in Maidstone

agreed to help us set the classes up and Breast Cancer Kent are kindly funding a 12-week run, as a starting point.

"We know that exercise can significantly help not just physically but also, mentally, and I think it will be great for many of us to feel we are doing something positive that could really make a difference to some of the symptoms we experience.

"We will be with others in the same position, in a private class, so no-one has to feel self-conscious. The fact there is a private social

**'Anyone can do pilates or yoga, regardless of health, levels of fitness or ability'**

## PHYSICAL ACTIVITY AND CANCER

When you are living with, or after you have had, cancer becoming more active can be a positive change to make in your life. We can all benefit from being physically active. It helps reduce the risk of health problems such as heart disease, stroke and diabetes. There's also evidence that physical activity can benefit people affected by cancer.

At first, you might be nervous about building up your activity, especially if you haven't been active for a while. You may worry you are too tired or don't know where to start but even a little physical activity is better than none. It can help you feel less stressed and generally healthier. It can also help you feel more in control because you are doing something for yourself.

After you have had treatment for cancer, being physically active can help you cope and recover from some side effects. It also helps to:

- strengthen your muscles and joints
- help you look after your heart
- reduce anxiety and depression
- improve your mood and quality of life
- help you maintain a healthy weight.

There is also some emerging evidence that being active and keeping to a healthy weight can reduce the risk of certain cancers coming back or progressing. While research in this area is still new and limited to certain cancers, so far the signs are that with certain cancers, being active can make a difference.

To find out more, please visit: <http://www.macmillan.org.uk/information-and-support/coping/maintaining-a-healthy-lifestyle/keeping-active>

\*Source – Macmillan Cancer Support

**WE ARE  
MACMILLAN.  
CANCER SUPPORT**



session afterwards is great because we often feel that our monthly meet-up at the Hop Farm is not frequent enough.

“There has been a lot of interest and I really hope people will give it a try and see how they feel. Hopefully, with plenty of interest and attendees, we will then be able to look at sustaining the classes beyond the 12 weeks we currently have funded.”

The YMCA, where the classes are provided, already run a wide range of exercise programmes for people with all levels of fitness.

Matthew Root-Hicks, Fitness Manager and Event Co-Ordinator at Maidstone YMCA, said: “The YMCA and I are very much looking forward to working with people living with secondary breast cancer and we hope that the service we provide can bring them together and really help.

“We also currently offer a referral system into our fitness suite which has been running for three years and have qualified staff providing fitness programmes

which help our clients achieve their desired goals. Full use of our cardio and resistance equipment is used when designing programmes to suit individuals.

“We hope that these new pilates and yoga classes will be the start of a strong partnership and we hope we will be able to provide even more in the future.”

Maidstone and Tunbridge Wells NHS Trust Macmillan Nurse Clinician, Claire Ryan, said: “It's great to be working in collaboration with external organisations to provide services which could really benefit our patients. The care and services we offer and support do not have to be within a hospital setting and initiatives, like these pilates and yoga classes, really give patients the chance to take control over their own well-being and focus on what helps them most as individuals.”

Anyone who is living with secondary breast cancer and would like to find out more about these sessions, or book a place, should contact the YMCA on 01622 749404.

**YMCA  
MAIDSTONE**



## Feature

## PARENTS, CHILDREN AND STAFF CELEBRATE WORLD CLUBFOOT DAY

In June, Maidstone and Tunbridge Wells NHS Trust's Children's Orthopaedic and Physiotherapy departments hosted a special event, to tie in with World Clubfoot Day.

The event saw around 50 parents and children attend Maidstone Birth Centre to meet one another and celebrate the success of Ponseti treatment for Clubfoot (or Congenital Talipes Equinovarus, CTEV).

The Ponseti International Association (PIA) designated 3 June to celebrate World Clubfoot Day as it commemorates the birth date of Dr Ignacio Ponseti, the developer of the Ponseti Method to treat the condition.

Clubfoot is the most common musculoskeletal birth deformity, and affects one in 1000 babies. The Ponseti Method is nearly 100 per cent effective when properly applied by a trained health care provider and allows the baby affected to go on to lead a normal, productive life.

Clubfoot, or CTEV, is a condition where a baby is born with its feet pointing downwards and turning inwards. When a baby is born with Clubfoot it is extremely difficult to realign the foot, however Ponseti treatment can offer a solution with minimal surgery.

At Maidstone and Tunbridge Wells NHS Trust (MTW), the treatment of Clubfoot by the Ponseti Method has been offered since 2003 and is now

a fully established, specialist service offered to patients. It is a consultant-led, physiotherapy-run service which has a dedicated team of specialist staff and is one of a number of specialist centres in UK.

In addition to local patients, children from surrounding areas, including Medway, Dartford, and Hastings (and further afield) come to MTW for treatment. The team consists of two Paediatric Orthopaedic Consultants and six Specialist Physiotherapists from MTW and Medway.

The Ponseti treatment itself involves applying a plaster cast each week to a baby's legs and feet from as soon after birth as possible. It usually takes taking four to five plasters to correct the deformity of the foot. The plaster effectively stops the legs from moving and allows the baby's muscles to relax and stretch in a lengthened position. A small operation to cut the Achilles tendon is required and is carried out under local anaesthetic. Once the baby's legs are in a corrected position, the feet are placed in a special boots and bar device for 23 hours a day for three months, then at night-time and nap-time until five years of age.

MTW provides antenatal appointments for parents who are carrying a baby diagnosed with Clubfoot, which prepare them for what to expect once the baby is born.

Shubhra Kamat, Lead Extended Scope Practitioner Paediatric Orthopaedic Physiotherapist for MTW, said: "The event was a wonderful opportunity for parents and children to meet one another to talk about their common experiences, as well as celebrate this great method of treatment for Clubfoot.

"Although the treatment happens over a long period of time, it is not invasive other than one small procedure, and babies and children grow up completely used to wearing the boots and bar device, so it's not stressful for them.

"However, we understand that there can be a lot of anxiety for parents, especially when a baby is diagnosed with the condition, before birth or after, so we try very hard to make sure they feel supported and informed at all times. This event was a fantastic way to move that support network forward even further."

**Rafferty (Raffy) Clifton, aged three months, from Staplehurst, was diagnosed with bilateral talipes, pre-birth, at a 20 week scan and the condition was monitored throughout his mum Rebecca's pregnancy.**

She said: "Initially the diagnosis was a shock - nobody wants to be told there is a problem with their baby. We had a few additional scans during the pregnancy but the severity of the condition can only truly be diagnosed at birth.

"The Ponseti specialists and staff at Tunbridge Wells Hospital have

been great. From the onset we felt confident with the hospital's approach, with their support we felt well prepared for the journey ahead and what to expect once Raffy was born. There are some great support groups on Facebook which have been set up for families, mainly mums, but dads too to raise questions, concerns, share photos and experiences of their little ones progress and we found these to be particularly helpful.

"Raffy's progress has been incredible. We wanted treatment to start as soon as possible and,

fortunately, he was able to have his first set of casts at six days old. He has since had four more sets of casts, followed by a tenotomy (the cutting of a tendon) in May. Originally he was scheduled to have the procedure on both feet, but the casts had corrected his feet so much, that it was only needed on one foot, we were not expecting this and were so pleased.



**Twins, Travis and Jack Havill, aged 10 months, from the Isle of Sheppey were both diagnosed with bilateral talipes during mum Nadine's 18 week pregnancy scan.**

Nadine said: "Myself and my fiancée, Tom, were both extremely upset to find out that there was something wrong especially as it was something we had never heard of.

"When we found out our treatment plan we were comforted by the fact that this wasn't as uncommon as we initially thought and that the physios seemed confident in what they were doing.

"Travis and Jack have progressed fantastically, You could see a massive change from as early on as our

second casting. Now, we are into 14 hour wear and you honestly couldn't tell that there had been any issues with either of their feet.

"The care we have received from the team at Maidstone Hospital has been incredible, not only for the twins but also for us as parents. They have been like a second family to us and have comforted us every step of the way - and for that myself, Tom and our two boys will be forever grateful.

"I would like to say a big thank you to Shubhra and her brilliant team for all of their hard work and support throughout all of this."



**Arlo Gee, 7 months, from Sevenoaks was diagnosed with a right talipes at mum Hayley's 20 week pregnancy scan.**

Hayley said: "When the diagnosis was first made, it only looked like one foot. Throughout my pregnancy, my scans showed a definite right talipes. When Arlo was born by caesarean section he was diagnosed with a right structural talipes and left positional talipes.

"At first I only had small pieces of information from my midwives on talipes. I had gathered some information online during my pregnancy but it wasn't until I met Shubhra at the end of my pregnancy that I was told about the full Ponseti treatment plan for Arlo once he was born. At first I was very shocked. When I heard he would wear boots and bars until he was 5 years old that made me very scared and upset.

"However, progress has been amazing, the treatment started two weeks after he was born and now I look at his feet and you would never know he had a club foot. Sometimes I even forget which one it was!

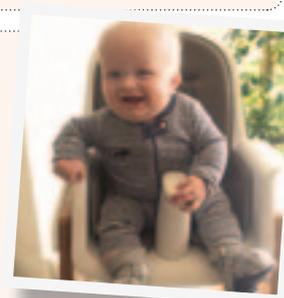
"I can't fault the care Arlo has received, it has been excellent. The team are fantastic, the environment has been very relaxing and from Arlo's first



cast I have felt so much more comfortable and confident with the treatment. It has been a total success.

"I went through lots of anxiety and upset during my pregnancy, worrying and reading far too much on the internet without the full facts. Once I met Shubhra, she completely put my mind at ease. I realised it was a lot more common than I thought, and the treatment from birth could correct it in what really is such a short amount of time. It has flown by and now Arlo is out of boots and bars in the daytime already. I recommend parents in a similar position stick with it and have faith in Ponseti as it really is a miraculous treatment. It's all Arlo has known so far and I'm hoping, going forward as a toddler, wearing his boots and bars at bedtime will be the norm for him.

"There is a lot of information with Steps charity and various social media groups that I would recommend reading, as it definitely helped me cope with Arlo's special foot. Shubhra has helped me when I've been stuck at different stages or a little unsure. When I've had any questions or worries she's been there to advice and help me throughout."



It just goes to show how effective the casting stages are! He's now in his last set of casts and we will shortly be moving in to boots and bars, initially for 23 hours a day and then part time thereafter. He has taken it all in his stride, starting so early has meant he knows no different and the casts haven't bothered him. He is a resilient cookie and we are so proud and amazed by his progress.

"I would say to other parents who are going through a similar experience that it's normal to panic

- you don't want your little one to have to go through so much at such a young age, you worry about how they will look when they are born and if they will be in pain. I would strongly recommend speaking to the hospital staff about any worries, joining the Facebook groups and asking as many questions as possible. Speak to people around you, it's amazing how many people know of someone who has been through something similar.

"When Raffy was born, he had the sweetest curly feet, he was absolutely

perfect. The only thing I feel we have really missed out on is the opportunity to give him baths and to squeeze his chubby little knees. Dressed in his funky little outfits and snazzy socks, he is as curious and bright as the next baby. He's just started giggling and his smiles melt our heart. We're excited about the next stage of his treatment and hope his progress continues as well as it has so far. According to my own crazy research even Steven Gerrard was born with talipes, so there doesn't seem to be anything a baby with talipes can't achieve."

## Feature



## FOCUS ON PHLEBOTOMY

We talk to Stacey Davis, a phlebotomist at Maidstone Hospital

**In an NHS hospital department which sees almost a quarter of a million patients every year, the working life of a phlebotomist is an extremely busy one.**

Phlebotomists are specially trained clinical support workers who take blood samples from patients so they can be tested. In Maidstone and Tunbridge Wells NHS Trust, there are 47 phlebotomists who work at both main hospital sites, in the outpatient departments.

Stacey Davis, 31, has been a phlebotomist with the Trust for eight years.

"I count myself very lucky being a phlebotomist because I love my job. Before I came to the Trust, I had no clinical experience at all but when I heard about the job, I thought it sounded really interesting," said Stacey, "It is very busy but I enjoy that part of it, and it's great to meet so many different people."

Generally, Stacey works on the wards at Maidstone Hospital in the mornings and then in clinics during the afternoons. In any one day she might take up to 80 blood tests, from children as young as two, right up to the very elderly.

"I actually enjoy working with children the most," said Stacey, "Many children are worried about having a blood test and I like to think I can help make it into the most positive experience it can be. I have two children of my own so I know how to gauge a child and how to help them through the experience, while supporting the parents or carers too."

Blood tests are taken to help diagnose hundreds of conditions but, while they are common, many people are anxious about having them done. In fact, research has suggested that as many as one in ten people have a phobia of needles.

Stacey said: "With experience, you learn to gauge people you come into contact with and you can tell quite quickly if someone is nervous. Whichever way you look at it, a blood test isn't a particularly enjoyable thing, no one gets excited about them! However, I hope I, and my colleagues, can help ease the anxieties that people have. It's important to try and make it a positive experience – it's simple things like deep breaths and basic distractions that seem to work the best."

At Maidstone Hospital, the phlebotomy waiting area in the outpatients department has recently been refurbished, to provide a more comfortable and pleasant environment for patients.

### DATE FOR AGM CONFIRMED

Maidstone and Tunbridge Wells NHS Trust's Annual General Meeting (AGM), for this year, has been confirmed for 15 September 2016, starting at 6pm.

The meeting will take place in the Auditorium at The Academic Centre, Maidstone Hospital.

If you would like to attend, please email [claire.barnett2@nhs.net](mailto:claire.barnett2@nhs.net) or telephone 01622 226411.

## Summer recipe

### Vanilla cupcakes

with lime and coconut  
buttercream

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

#### Cupcake ingredients:

100g/4oz butter  
225g/8oz golden caster sugar  
2 large eggs  
150g/5oz self raising flour  
125g/4 ½ oz plain flour  
120ml/4 ½ oz semi skimmed milk (room temperature)  
1 tbsp vanilla extract



#### Method:

- 1 Preheat oven to 180°C/350F/gas mark 4 and line a 12 hole muffin tray with muffin cases.
- 2 In a large mixing bowl, cream the butter and sugar until pale and smooth.
- 3 Add the eggs, one at a time.
- 4 In a separate bowl, combine the self raising flour and plain flour, then add the vanilla extract and the milk.
- 5 Add one third of the flour to the creamed mixture and beat well.
- 6 Pour in a third of the milk and beat again. Repeat until all the flour and milk have been added.
- 7 Spoon the mixture into paper cases until they are two thirds full, then bake in the oven until they are raised and golden brown. Leave them in the tin for 10 minutes before transferring to a wire rack to cool. When cold, ice with the lime and coconut buttercream.

#### Buttercream ingredients:

115g/4 ¼ oz butter  
2 tbsp of squeezed lime juice  
2 tsp of grated zest from two limes  
500g/1lb 2oz icing sugar  
Desiccated coconut

#### Method:

- 1 In a large bowl, beat together the butter, lime juice, lime zest and half the icing sugar until smooth, using an electric hand mixer.
- 2 Gradually add the remainder of the icing sugar and beat until thick and creamy.
- 3 Spread the buttercream onto each cake and finish with a sprinkling of desiccated coconut.

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

## patientfirst SUMMER QUIZ

### Geography:

1. What is the capital of New Zealand?
2. Which is the largest of the Canary Islands?

### History:

3. Who took the throne after Queen Victoria?
4. What nationality was Christopher Columbus?

### Art and Literature:

5. Who painted the ceiling of the Sistine Chapel?
6. What is the surname of Michael, John and Wendy in the story of Peter Pan?

### Food:

7. Which spice is made from the pods of the shrub of the nightshade family?
8. What do Americans call endive?

### Entertainment:

9. Who directed the film Jaws?
10. Which Steven King story was the first to be filmed in 1976?

### Sport:

11. Which sport is played on the largest pitch?
12. In athletics, what is the last event of the Decathlon?

(Answers on p14)

# Executive Team *Update*

## Avey Bhatia, Chief Nurse



I'm pleased to say that patients have continued to rate Maidstone and Tunbridge Wells hospitals highly in a national inpatient survey.

The 13<sup>th</sup> national survey of adult inpatients involved 149 acute and specialist NHS trusts. Nationally, 47% of patients who were discharged from hospital in July 2015, took part in the survey.

The last National Inpatient Survey was conducted in 2015, a year that saw demand for NHS care reach unprecedented levels. Locally, a record number of patients took part in the survey, with 709 patients sharing their views about the care they received from MTW.

Despite the pressures faced by the NHS, the trust received an overall good response from patients who were asked by the Care Quality Commission to rate over 70 areas of their care, covering eight key standards. Overall patients rated their care, and staff, highly and found MTW's hospitals to be clean and safe. The majority of patients said they

felt well looked after while in hospital locally, and had trust and confidence in the doctors and nurses, who treated them with respect and dignity.

Based on their overall patient reviews, trusts were given marks out of 10 for each standard. MTW achieved the following scores:

**The hospital and ward – 8.4 out of 10** (8.2 in 2014)

**Doctors – 8.7 out of 10** (8.4 in 2014)

**Nurses – 8.6 out of 10** (8.5 in 2014)

**Care and treatment – 8 out of 10** (7.7 in 2014)

**Operations and procedures – 8.2 out of 10** (8.2 in 2014)

**Leaving hospital – 7.3 out of 10** (7.3 in 2014)

**Overall view of care and service – 5.6 out of 10** (5.6 in 2014)

**Overall experience – 8.2 out of 10** (8.1 in 2014)

The survey results also demonstrate some significant improvements in areas including mixed-gender sleeping areas, hospital food, confidence and trust in

doctors treating the patient, and call button response times.

MTW was rated among the better trusts nationally for ensuring patients are not bothered by noise at night from hospital staff, and in the bottom 20% of trusts nationally for explaining to patients how they could expect to feel after having an operation or procedure. The Trust has identified a number of ways to address this, including how we can work with partner organisations, to improve the way this kind of information is communicated to patients.

We are totally committed to providing the best possible care and services to all our patients in a pleasant, comfortable, clean and safe environment. We really value your feedback and promise that we will continue to build on the improvements we have already made.

*Avey*

## MARATHON SUCCESS FOR HAYLEY'S HEROES

Ward manager for the Charles Dickens Chemotherapy Unit at Maidstone Hospital, Keli Tomlin, ran the London Marathon this year, and raised over £13,500 for a very special cause.

Hayley's Heroes was set up in memory of former cancer patient, Hayley Martin, who was a tireless fundraiser for Maidstone and Tunbridge Wells NHS Trust. Hayley passed away on 16 January 2016, at the age of 31.

It was Hayley's wish to be able to fund special treats for people undergoing chemotherapy – something she found helped her get through her own treatment, by having something to look forward to. The charity intends to help families as well as the individuals who are undergoing the treatment.

The trustees of the charity are Hayley's family and friends. Keli, who was involved in Hayley's cancer treatment for four years will provide and verify all referrals and requests to the charity.

Keli said: "So far, we have had requests for beauty treatments, afternoon tea and a short family break. These sorts of things can make a huge difference to patients going through treatment and their loved ones and really do give them something to look forward to.

"Hayley's belief was that 'making magical memories' was a hugely important part of getting through the treatment so I hope, and I am confident, that we will be able to help lots of people do just that.

"Hayley did so much for us, and I am delighted to be a part of this charity, which was something she felt incredibly passionate about."

The charity has already received fantastic support from local people and businesses – through both the offers of services at a subsidised cost as part of Hayley's Heroes (eg. beauty treatments), or through direct donations. The Queen's Head Oddfellows Fund, who are based in Sutton Valence, recently donated £3,500 to the charity.



### SUMMER QUIZ Answers from p13

**GEOGRAPHY:** 1. Wellington 2. Tenerife

**HISTORY:** 3. Edward VII 4. Italian

**ART AND LITERATURE:** 5. Michaelangelo 6. Great Expectations

**FOOD:** 7. Paprika 8. Chicory

**ENTERTAINMENT:** 9. Steven Spielberg 10. Carrie

**SPORT:** 11. Polo 12. 1500m

# 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](http://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](http://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**, Tunbridge Road, Pembury, Tunbridge Wells, Kent TN2 4QJ

Tel: 01892 823535

## ACUPUNCTURE TO HELP LABOUR

MTW midwives have been training to use acupuncture as an option for pain relief in labour.

Acupuncture for pain in labour has been shown to: reduce labour pain intensity, reduce the use of pharmacological analgesia, shorten labour and reduce the need for forceps/ventouse by 33%.

Studies have shown that acupuncture therapy releases natural painkilling substances called endorphins into the fluid surrounding the brain and spinal cord. It is also able to alter the transmission of pain signals through the nervous system and their eventual processing within the brain. Acupuncture can also improve the blood supply to the womb and influence contractions. It can induce relaxation and reduce stress/anxiety, which may also help women cope with labour pains.

Speak to your midwife for more information on having acupuncture for pain relief.



# Keep COOL in Kent

## Stay healthy this summer



### Water

Drink plenty of water



### Shade

Stay in the shade between 11am-3pm



### Rest

Take rest breaks if you're out and about



### Sunscreen

Wear sunscreen above SPF15 and cover up in the sun

Visit [kent.gov.uk/summer](http://kent.gov.uk/summer)

Young children, elderly people and people with existing heart conditions and breathing problems are at most risk of dehydration and heat exhaustion. If you need medical assistance and it's not an emergency call 111 or visit [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)

