

# patient **first**

#patientfirst

Winter 2015

**'The care I have received from Maidstone and Tunbridge Wells NHS Trust has been excellent...'**



**Living with cancer.** Read Wendy Blackwell's story on **p10**

**Great Wall of China trek for charity** **p6**

**Stay well this winter** **p18**

# Welcome to the Winter edition of Patient First!

In this magazine, we have more real-life case studies – we talk to lung cancer patients, Wendy Blackwell and Colleen Ferguson about their experiences, as well as how Colleen's dog, Inca, first alerted her to the fact that something was wrong.

You can also read about Dot Comley, who has been under our care since breaking her leg when she slipped and fell as she chased after her grandson.

This edition also includes stories about a new £2million radiotherapy machine which can accurately target mobile cancers, a new ear acupuncture clinic which will be launching in January thanks to the generosity of a patient's family, donations to our children's and neo-natal units, and all the details of runners-up and winners for this year's annual staff awards, which you helped vote for.

There's advice about staying well this winter from our Chief Operating Officer, Angela Gallagher, 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 winter and a great 2016! See you in spring!

## The Patient First team

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# IMPROVED FACILITIES FOR RESPIRATORY PATIENTS

## A newly refurbished 31-bed respiratory ward has opened at Maidstone Hospital.

John Day ward has been re-modelled and modernised to create a much-improved and impressive environment for our patients. It includes an enhanced care bay for patients requiring more intensive monitoring or intervention, and a negative pressure room for patients with airborne transmitted diseases such as Tuberculosis, who require isolation.

The improved ward layout has five 4-bed bays and one 3-bed bay, all with shower rooms and toilet facilities. There are also seven single rooms with en-suite facilities and the negative pressure room as previously mentioned.

It has taken around 25 weeks to develop John Day at a cost of £3 million, which is taken from a budget set aside specifically for building and redevelopment/improvement projects.



Dr Ravish Mankragod, Consultant Respiratory Physician and Chairman of the Refurbishment Project Group, said: "The newly refurbished John Day ward at Maidstone will be of great benefit to our patients and staff. The ward has been re-modelled to provide the best possible care environment for those admitted to the hospital with respiratory conditions."

This ward refurbishment is part of ongoing work and development to improve wards and other areas throughout Maidstone Hospital.

Maidstone and Tunbridge Wells NHS Trust timed the development and opening of the ward carefully to coincide with the start of winter when emergency admissions for patients with respiratory illnesses can rise by up to 50%.

Helen Grant, MP for Maidstone and the Weald, toured the ward and met staff prior to its opening.

Helen said: "It was a pleasure to visit the new John Day ward at Maidstone Hospital. This specialist ward will be a great asset to our community, providing fantastic quality of care."

Every time I visit the hospital, I am struck by how welcoming and kind the staff are. I am proud of our local hospital and I am glad to see them have facilities that they deserve."



## Coming soon...

A brand new 38-bed assessment ward at Tunbridge Wells Hospital is due to open early 2016. The ward will be made up of nine four-bed bays and two single rooms and will mean that some patients can be referred directly from their GP, removing the need for them to attend A&E. It will be a short-stay unit with patients staying no longer than 48 hours before being discharged home or being moved to a specialist ward.

The aim for this ward is to help ease pressure on the A&E department at the busiest time of year, as well as allow the Trust to develop a frail and elderly facility so older patients can be diagnosed quickly, treated appropriately and discharged in a timely way.



artist's impression

# NEWS FROM YOUR

## Tunbridge Wells League of Friends provide funding to improve facilities for grieving families

A newly refurbished Quiet Room in the Bereavement Office at Tunbridge Wells Hospital, has been formally opened by Chief Executive, Glenn Douglas, along with Thelma Huggett from the Tunbridge Wells League of Friends.

A decision was made to refurbish the room after feedback was received regarding the room feeling rather cold and clinical. The refurbishment was funded by the Tunbridge Wells League of Friends, and the room has now been redecorated and furnished with comfortable chairs and serene artwork.

Vanessa Davis-Smith from the Bereavement Office, said:

"Originally, I felt the room wasn't comfortable or welcoming enough for families who had lost their loved ones and needed a quiet place to let out their feelings.

"We are incredibly grateful to the League of Friends who funded the project and have made it possible for us to provide a much more comfortable environment.

"The Bereavement Office is often the last department relatives who have lost a loved one have contact with and I know how important that last contact can be. While we can't ease the pain of losing a loved one, we can try our best to provide an understanding, personal and dignified experience for those we come in to contact with."



Photo shows (from l-r): Glenn Douglas, Thelma Huggett and Vanessa Davis-Smith.

## Maidstone business makes generous donation to children's ward

Staff from ProHealth Therapy Rooms, in Maidstone, have handed over 12 iPads and other equipment to the Trust's children's units, after a special fundraising event.

Over £4000 was raised during a charity evening which took place earlier this year at The Townhouse Hotel, which also celebrated the third birthday of ProHealth Therapy Rooms.

The evening consisted of a charity wax-off, a raffle and auction with lots of fabulous prizes, BBQ, goody

bags, fire breathers and much more.

Around 150 regular clients of ProHealth Therapy Rooms attended the evening.

Business-owner, Nicola Elliott, said, "The evening was a fantastic success and was a truly memorable one. We are all so happy that we raised over £4000 for the Trust. We were able to purchase twelve iPads, cases, security stations and iTunes vouchers and we hope that the younger patients will get lots of enjoyment from them."

Vicki Belton, Health Play Specialist, said, "We are incredibly grateful to all those who were involved in the fundraising. The iPads will be used as a distraction tool to keep the children calm and happy while they are with us, and I know they will really enjoy having access to them."



## State of the art Truebeam radiotherapy equipment available for patients

The first radiotherapy machine in the county to have the very latest state-of-the-art "Truebeam" treatment technology installed has been officially launched at Kent and Canterbury Hospital, which is run by Maidstone and Tunbridge Wells NHS Trust..



This £2million technology will help to more quickly and accurately treat certain types of cancers which can be relatively mobile within a patient's body.

Clinical Director for Cancer and Haematology, Sharon Beesley, said: "The Truebeam machine will allow us to target tumours which can vary in position during treatment, helping us to deliver treatment quickly and accurately while avoiding healthy tissues and organs. This is a very positive enhancement to the cancer services we offer and I am delighted to see the equipment in place and ready for our patients."

Many tumors in places like the lungs, brain, breast, prostate, head and neck move when you breathe in and out. The TrueBeam system measures up to 100,000 data points every ten seconds (that's 10 accuracy checks every millisecond or 10,000 every second!), during treatment to ensure the tumour continues to be targeted precisely.

The completion of this project is part of the on-going ten year major capital program being undertaken by Maidstone and Tunbridge Wells NHS Trust, to replace several major pieces of radiotherapy treatment equipment across Kent.

Chief Executive of Maidstone and Tunbridge Wells NHS Trust, Glenn Douglas, is pictured with Christopher Lovering, the first patient to receive treatment using the new equipment.



# HOSPITALS

## Diabetes patients presented with awards at Maidstone Hospital

Four patients at Maidstone Hospital have been presented with awards by the Diabetes Team for managing their conditions for 50 years.

Bryn Dobson, Alan Constable, Beatrice Tree and Lynn Shrimpton received the Alan Nabarro medal for living with diabetes for over 50 years.

All the recipients attended the event at Maidstone Hospital, some with members of

their family, and were joined by staff from the centre. Dr Jesse Kumar, Consultant in Diabetes, and Alison Steward, Diabetes Specialist Nurse, presented them with their certificates and medals.

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

### The Alan Nabarro medal

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

The medals are provided by and presented on behalf of Diabetes UK.



## World Diabetes Day – Hever Castle and Maidstone and Tunbridge Wells NHS Trust join forces to raise awareness

To mark World Diabetes Day, Hever castle was lit up in blue. Blue is the universal colour which represents the World Diabetes Day event.

World Diabetes Day falls every year on 14 November and is a day when millions of people around the world come together to raise awareness of diabetes and what it's really like to live with the condition. It's a global campaign led by the International Diabetes Federation (IDF) with activity taking place around the world.

Around 387 million people have diabetes globally, and around half of those don't even realise they have the

disease, according to the IDF. In the UK, recent figures show around 3.2 million people have diabetes. In West Kent, there are over 20,000 people affected by diabetes with the figure expected to rise to 30,000 within the next decade.

Dr Masud Haq, Consultant and Clinical Lead in Diabetes and Endocrinology, said: "I am so pleased staff from Hever Castle are helped us to recognise World Diabetes Day by lighting up the castle in the colour blue."

"It's so important that we do whatever we can to help raise awareness of this disease nationally and internationally so people know what to look for and seek treatment, if they think they may have the condition, at the earliest opportunity."

"Both Type 1 and Type 2 diabetes are life-long conditions which can have serious consequences. Left untreated, diabetes can lead to many other problems including heart disease, stroke and blindness."



## Local family raise money for hospital's neonatal unit

A Pembury family have raised over £4,200 for the neonatal unit at The Tunbridge Wells Hospital to say thank you for the care they received from the unit.

At 25 weeks pregnant, Jane Whalley was diagnosed with pre-eclampsia and had very high blood pressure. As a result, there were concerns about the impact on her baby. Jane had a steroid injection to help with the development of the baby's lungs and in July 2013, at 31 weeks, Amelia Selvey was born, weighing just 2lbs 3oz. She was delivered by caesarean section and spent 7 weeks in hospital. In addition, Jane spent eight weeks in hospital on the antenatal ward (six weeks before Amelia was born and two weeks after).

Amelia's parents, Richard Selvey and Jane Whalley, were so grateful for the excellent care and support they received that they wanted to give something back and set about fundraising.

On Friday 18th September Richard completed a sky dive in Headcorn.

He said, "It was a great experience and I really appreciate all the donations I received from friends, family and customers from Fuller's Butchers where I work."

"The NHS often gets a bad press but we really wanted people to know how lucky we are to have the NHS and such fantastic staff and facilities at The Tunbridge Wells Hospital. The staff truly went above and beyond and despite the pressures they are under, nothing is too much trouble."

Julia Moat, Unit Manager, added, "We are incredibly grateful for this donation and really appreciate Richard's bravery! The money will probably go towards a new piece of respiratory support equipment. Thank you also to all those who sponsored Richard."





*left to right: Liz Hopson, Nick Helm, Jon Richardson, Angela Barnes, Vickie Gadd and Mark Steel*

## CANCER NURSE TO TREK GREAT WALL OF CHINA TO RAISE MONEY FOR CHARITY

**A Macmillan Gynae Oncology Clinical Nurse Specialist from Maidstone and Tunbridge Wells NHS Trust (MTW) will be walking a section of the Great Wall of China next year, to raise money for Target Ovarian Cancer.**

Vickie Gadd, who is based at Maidstone Hospital, will leave on 30 April for the gruelling two-week trek, with her best friend, Liz Hopson. When they first decided to do the trek, the friends set themselves an ambitious fundraising target of £10,000.

"It's a huge challenge both mentally and physically," Vickie said, "We will be trekking, in a group of 16, between seven and nine hours a day. Each day we will stop at a village, eat and sleep, and then get up and carry on."

"I am excited and nervous about the whole thing. I am doing as much as I can to prepare – I have joined a running club and I'm training about three times a week, but I know it's arduous terrain and it's going to be hard work."

"One thing I am particularly looking forward to is during one stop at a village on the route, we will be able to place a brick in part of the wall which is currently being restored, and we can take along small items to place inside it as a special memento. I am taking a Target Ovarian Cancer pin and my children's baby lockets, both are things which have enormous meaning to me, personally."

To help raise funds to go towards the £10,000 target, Vickie organised a comedy night in October, at the Britannia Theatre at Chatham Dockyard.

She said, "I went to school with Angela Barnes, who is well-known on the comedy circuit and as we remain good friends, I phoned her and asked if she would be willing to do a show in a local village hall, to help me raise money. She told me to give her an hour. When she phoned me back, she told me I would need a bigger venue – she had talked Jon Richardson, Sarah Pascoe, Nick Helm, Mark Steel and Holly Walsh into taking part too!"

"Thanks to that one event, we raised £9,000. However, we are very keen to raise more – in fact, as much as we possibly can."

National charity, Target Ovarian Cancer, work to improve early diagnosis, fund vital research and provide support to women with ovarian cancer.

Vickie added, "I am delighted to be fundraising for this amazing charity. I have seen first-hand what a difference they make to patients' lives so it's really important to me, and Liz, that we do our very best to raise a significant amount of money for them."

Along with her colleagues, Gaynor Reeve and Keli Willard, Vickie runs the Gynae-Oncology Support and Help group (GOSH) for MTW patients.

GOSH is the only support group of its kind in Kent and is run by the Gynae Oncology Specialist nurses in their own time.

You can sponsor Vickie on her Great Wall of China trek via <https://www.justgiving.com/Girlsgotochina>.



*Vickie and Liz*



## Susan Murray ear acupuncture clinic to launch for people with breast cancer

**A new service providing ear acupuncture for people with breast cancer is soon to be launched, thanks to generous support from the family of a former patient treated for the disease at the Kent Oncology Centre.**

Susan Murray, from Headcorn, died in June 2015, and her husband, Bill, along with her children, have been keen to do something positive in her memory.

It was decided that, with the help of Claire Ryan, Macmillan Nurse Clinician, the Susan Murray Ear Acupuncture Clinic would be set up, primarily for people living with secondary breast cancer.

Bill Murray said: "My family and I are very pleased to help set up, fund and sustain the Susan Murray Ear Acupuncture Clinic in memory of Susan, who was a very dearly loved wife, mother and grandmother.

"Ear acupuncture is a safe form of treatment and has been used for many years to help patients cope with the side effects of cancer treatments. We

hope the setting up of the clinic will provide as much help as possible and make this form of treatment more widely available.

"Quite apart from the effects on patients receiving treatment for the disease, symptoms can be no less upsetting, and anything which helps in alleviating these is to be welcomed. Susan would have been proud."

Claire Ryan, Macmillan Nurse Clinician and Roz Yates, Acute Oncology Nurse, have received their training to administer the new complementary ear acupuncture service, which aims to promote relaxation, help encourage a sense of well-being and assist in the management of hot flushes, a common and debilitating symptom of breast cancer treatment.

Claire Ryan said: "I had the pleasure of caring for Susan when I was newly appointed last year. Susan was selfless and generous, concerned about others rather than herself. I am sure she would be so proud of Bill and her family, who have been so generous and committed to helping



and supporting others living with the uncertainty of secondary breast cancer. It's very humbling that the generosity of the Murray family will provide a complementary service that will be accessible to, and benefit, many patients like Susan."

The Susan Murray Ear Acupuncture Clinic will launch on 19 January 2016 at the Kent Oncology Centre.



Susan Murray

### THE SUSAN MURRAY EAR ACUPUNCTURE CLINIC

This new service is primarily for people living with secondary breast cancer. Each person's experience of secondary breast cancer is unique. For many people though, living with the uncertainty of the diagnosis is the hardest part, and can significantly affect their emotional well-being. Several other elements of this service combined with the actual ear acupuncture, suggest that this can be a successful treatment model. General effects of a group treatment have previously been reported to offer, marked relaxation and feelings of physical and emotional well-being, improve sleep patterns and a clearer mind, promoting receptive and rational thinking which enhances the benefit of other

psychological support strategies such as counselling.

People who receive anti-cancer treatment such as chemotherapy or hormone (endocrine) therapy for their early stage breast cancer can experience hot flushes as a result of their treatment. This physical, sometimes debilitating, symptom can also have an impact on their emotional well-being. Research has shown that ear acupuncture can help with the management of hot flushes.

The clinic will be called the Susan Murray Ear Acupuncture Clinic in memory of Susan, who received treatment for her secondary breast cancer at the Kent Oncology Centre under the care of Dr. Russell Burcombe, Consultant Oncologist.

### WHAT IS EAR ACUPUNCTURE?

Acupuncture is an ancient form of medicine that originated in China, and has been practiced for several thousand years. It involves the insertion of extremely fine acupuncture needles into specific points which encourages the body to release endorphins, known to help with pain and symptoms of stress, as well as emotional well-being.

### HOW IS EAR ACUPUNCTURE ADMINISTERED?

Ear acupuncture treatment is given in a quiet group setting and each treatment is around 30-40 minutes long. The treatment is safe and simple to administer, and can be offered to many people at one time, making this new service more accessible to many more patients.

## Case study



# MAN'S BEST FRIEND

Earlier this year, 60-year-old **Colleen Ferguson**, from Headcorn, was diagnosed with lung cancer. In an extremely unusual turn of events, it was Colleen's German Shepherd, Inca, who first alerted her to the fact that something was wrong. Here, Colleen shares her remarkable story....

Colleen said, "I purchased Inca in 2013 following my retirement and planned to obedience train her, as I had done in the past with other dogs. I had the choice of three bitches but I had a really strong pull towards Inca and just felt that she was special."

"Inca has always been a lively, energetic dog but in January 2015 I noticed that she was becoming less enthusiastic and would often come in on my mouth, as though smelling my breath, and then walk away. In the beginning she would do this perhaps once a day but it soon increased in frequency, which seemed very strange and I began to wonder why."

Initially, Colleen went to the dentist to see if there was an issue with her teeth or mouth but nothing was found. She began to wonder if she had diabetes and whether that was what Inca was picking up on, so she planned to go to see her GP to request a blood test.

However, before making an appointment with the GP, Colleen decided

to pay for a private 'MOT' health check.

She said, "I hadn't really been experiencing any symptoms other than tiredness and an occasional ache in my shoulder but Inca had made me wonder if there was something wrong and I thought that the health check might be a good idea, just to see if there was anything underlying."

The private healthcare company, Lifescan, carried out blood tests and scans on Friday 10 April and said they would be in touch. The following Wednesday, Colleen was contacted by her GP surgery asking her to come in immediately in relation to the scans she had had carried out.

"I phoned my husband and asked him to meet me as quickly as possible as I didn't want to go to the appointment alone. He met me a short while later and when we arrived at the doctor's, they saw us straight away. I was told that the scan showed a lump on my left lung, the size of a golf ball.

"At that point, they couldn't say what had caused it but as a non-smoker I was shocked to have something wrong with my lungs."

Colleen was fast tracked to see Dr Ravish Mankragod, Consultant Respiratory Physician at Maidstone Hospital and, following an appointment with him, she was introduced to Sandra Wakelin, a Macmillan Lung Cancer Nurse Specialist (although at this point, Colleen had not been diagnosed with cancer). She was referred for a PET (Positron Emission Tomography) scan which took place in mid-May.

A few days later, Colleen was contacted by Sandra who informed her that, unfortunately, she did have lung cancer but that it had been discovered quickly. It was confirmed that it was stage one (the least severe level) and only visible in her left lung.

"I was asked to go in to the hospital the following day for a biopsy and was so pleased at the speed everything was moving and how quickly I had been seen and diagnosed. I was in complete shock and was initially very angry, as I didn't understand how a fairly healthy person, who had never smoked, could have lung cancer – it seemed so unfair.

"I had the biopsy on the Tuesday (19 May) and was then given an appointment for the Thursday to see the specialist from Guys Hospital, Mrs Harrison-Phipps, who visits Maidstone and Tunbridge Wells NHS Trust once a week."

The appointment went well and Colleen was told that she was a good candidate for an operation to remove the tumour and that she should recover well, without needing further treatment. An appointment for the procedure was scheduled for 9th July.

"I was really anxious to get the procedure done and dusted as soon as possible so was a little upset at the thought of having to wait a number of





weeks. I contacted Guys Hospital to ask if there was anything they could do and said that I would be happy to take a last minute cancellation if there was one."

On Monday 8 June, Colleen received a call from the hospital asking if she could get there that afternoon for the operation to take place the following day.

"I couldn't believe my luck and frantically threw some things in a bag before jumping on the train to London.

"The operation went really well, with half of my left lung, including all of the tumour and some lymph nodes, being removed."

Just a few days later, Colleen was considered well enough to be discharged and she returned home. She has since had a follow up x-ray and in the near future will have a further scan to check on her progress. She will continue to be monitored for the next five years.

"Following my operation I was told to go and live my life and enjoy it so that's exactly what I've been trying to do! My husband, James, and I went on a

**'Following my operation I was told to go and live my life and enjoy it so that's exactly what I've been trying to do!'**



Mediterranean cruise and we have also purchased a caravan so that we can go away with our two dogs.

"The care I've received from Maidstone and Tunbridge Wells NHS Trust has been excellent and Sandra Wakelin is fantastic. It was great to have a dedicated point of contact who could offer advice and reassurance when needed. In the clinics too, the service was very good and I never felt rushed.

"My advice to anyone who finds themselves in a similar position is to think about your symptoms and listen to your body. If something doesn't seem right to you then get it checked. From my perspective, I really do have my dog, Inca, to thank for that. If it hadn't been for her behaviour towards me, I might never have had the health check that uncovered the problem in the first place.

"I've also found it really useful to talk to people about what I'm going through- whether that is family and friends, someone from within the hospital team or Macmillan, who have also been hugely helpful."

## LUNG CANCER

Lung cancer is one of the most common and serious types of cancer. Around 44,500 people are diagnosed with the condition every year in the UK.

There are usually no signs or symptoms in the early stages of lung cancer, but many people with the condition eventually develop symptoms including:

- a persistent cough
- coughing up blood
- persistent breathlessness
- unexplained tiredness and weight loss
- an ache or pain when breathing or coughing

You should see your GP if you have these symptoms.

Lung cancer mainly affects older people. It's rare in people younger than 40, and the rates of lung cancer rise sharply with age. Lung cancer is most commonly diagnosed in people aged 70-74.

Although people who have never smoked can develop lung cancer, smoking is the main cause (accounting for over 85% of cases). This is because smoking involves regularly inhaling a number of different toxic substances.

**For more information, please visit:**  
**[www.cancerresearchuk.org/about-cancer/type/lung-cancer/](http://www.cancerresearchuk.org/about-cancer/type/lung-cancer/)**

## LUNG CARE CLINICAL NURSE SPECIALIST TEAM

The team consists of three Clinical Nurse Specialists (CNS's), Louise Gilham, Alison Smith and Sandra Wakelin who work between Maidstone and Tunbridge Wells Hospitals, together with their Macmillan Cancer Support Worker, Michelle Bird.

They work closely with the Respiratory Consultants, Surgeon, Oncologists, GP's, District Nurses, Community Nurses, Macmillan Cancer Support and other allied healthcare professionals. The nursing team initially meet patients who have been referred to the Respiratory clinic by their GP and act as their key worker pre-diagnosis and throughout treatment and ongoing care. Treatment options include surgery at Guy's Hospital and radiotherapy and chemotherapy which take place at the Kent Oncology Centre and the Tunbridge Wells Hospital.

A team of experts, including the Lung Care CNS's, attend a weekly Respiratory Multi-Disciplinary meeting to discuss results, diagnosis and treatment for patients. They attend Consultant clinics and also run nurse led clinics and telephone consultations and help coordinate the cancer pathway by personalising it to individual patient's needs. The team provides support to patients and their families/carers to assess and alleviate symptoms, physical and psychological, treatment, appointments and also provide advice regarding benefits and grants.

The team play a pivotal role in service improvement and attend regular conferences and study days to keep up to date with new practices to benefit patient care.





# LIVING WITH CANCER

In 2011, **Wendy Blackwell** began to feel unwell and made a number of visits to see her GP. What was initially believed to be a case of gallstones turned out to be far more serious and in 2012, Wendy was diagnosed with cancer. Here, Wendy shares the details of her journey, from her initial symptoms to her current treatment...

Towards the end of 2011, Wendy was feeling unwell and suffering with repeated acid in her mouth. She visited her GP and was prescribed medication which seemed to deal with the issue. However, a short time later, she regularly began to feel nauseous and was once again prescribed medication. Around the same time, Wendy experienced heart palpitations which resulted in her being admitted to hospital and monitored for 24 hours. At the time, the results came back clear.

Wendy said, "Generally, I wasn't feeling well at all and a pain had begun to develop in my shoulder. At this point, the doctor thought I may have gallstones and referred me for an ultrasound to confirm this.

"Shortly after Christmas, I received the results of the ultrasound which showed I didn't have gallstones after all. I was shocked to be told that I was showing signs of cancer in my liver.

I really wasn't expecting the c-word to be mentioned and had prepared myself for something much more straight forward and less worrying."

The tests also revealed that Wendy had a blood clot on her pelvis. To treat this, she was given injections that she could administer herself, into her stomach.

In January, she was sent for a CT (Computerised Tomography) scan at Darent Valley Hospital and on 7 February Wendy and her partner Simon were given the news they had been fearing – she had lung cancer and secondary liver cancer.

"We suddenly realised how serious my situation was and it was hard to take it in. We then had to go through the really difficult process of informing family and friends which was upsetting," said Wendy.

"I began chemotherapy in March 2012 and after two cycles, was

informed that it appeared to be working and I was responding well to the treatment. It really gave me a boost to have some positive news and it helped me feel much better."

Wendy had four sessions of chemotherapy and was scanned after every second session. She was also asked if she would like to take part in a clinical trial which involved being given chemotherapy at home, which Wendy thought was a real positive. CT scans were carried out every three months to check on her progress.

In April 2013, Wendy was given a different type of chemotherapy which unfortunately she had an adverse reaction to. Around this time, Wendy began to lose her hair.

She said, "I expected to be really upset when the time came for me to lose my hair but it wasn't as harrowing as I thought it would be.

"I asked Simon to use the clippers and he gave me a number one cut! I felt much happier and more comfortable with it gone and was pleased to discover that I actually suited very short hair!"

Around this time, Wendy's specialist, Dr. Shah, said that she could have a three month break from treatment as her condition had stabilised.

Following this, a scan was carried out which showed that treatment needed to start again and Wendy was prescribed tablets, which unfortunately caused adverse side effects. After a further three months it was established that the medication wasn't working and Wendy was put back on to her original chemotherapy, which also failed to have the desired effect.

Dr Shah referred Wendy to The Royal Marsden Hospital in the hope that she would be put forward for a drug trial. The hospital requested that a biopsy be carried out, which took place in February 2014. The results of the biopsy meant that Wendy was a suitable candidate for a different medication, which enabled her to be cared once again by Maidstone and Tunbridge Wells NHS Trust.

The drug prescribed, Crizotinib, helps to specifically target cancer cells and,



for Wendy, has minimal side effects. The new treatment has worked successfully, initially resulting in the tumour reducing in size, which has now stabilised.

"The time will come when the medication stops working effectively for me, but as I am having regularly scans this will be picked up quickly and I can begin on another drug which hopefully will work as well.

"I, along with Sandra Wakelin, was invited to attend an event at Ascot organised by Pfizer. They asked me to talk about Crizotinib and my experience and Sandra talked about the medical side."

Wendy added, "My experience with the Trust has been a good one and everyone has been so supportive and understanding. The staff on Charles Dickens ward at Maidstone Hospital are lovely and nothing is ever too much trouble. I think you need to be a special sort of person to do their job and they certainly help make dealing with my condition and the treatment so much easier.

"My advice to others going through similar situations is to give yourself time to take on board what is happening and allow yourself to be emotional, if you need to be. I would also suggest taking someone with you to appointments as it's very difficult to remember everything that's said and they may think to ask questions which you don't. Lastly, even if you are diagnosed with stage four cancer, it's not the death sentence it used to be and you can, largely, continue to live your life as you did before."



## Dr Shah says...

In Kent about 1000 patients a year are diagnosed with lung cancer. Smoking remains the leading cause however about 5-10% of patients have never smoked.

If caught early, lung cancer is curable with either surgery or high dose radiotherapy. There is evidence that screening smokers with CT scans can detect lung cancer at a curable stage and this is being evaluated by the NHS.

At diagnosis most lung cancers have spread to other parts of the body making it incurable, however, oncologists may try and suppress the cancer with either chemotherapy or radiotherapy. Patients may require multiple courses of treatment over their lifespan.

There have been major advances in lung cancer chemotherapy over the last decade. Several molecular subtypes of lung cancer have been discovered that respond to targeted drugs.

Two such subtypes are known as "EGFR mutations" or "ALK translocations". These cancers are very sensitive to therapies that may be as simple as a tablet a day.

New treatments such as immunotherapy have been developed which work by encouraging the patient's own immune system to attack the cancer. These can be very effective in some subtypes of lung cancer.

The Kent Oncology Centre is running a complex portfolio of lung cancer clinical trials giving patients access to the latest experimental therapies. Additionally we hope to deliver highly focused radiotherapy (known as stereotactic radiotherapy) to appropriate patients.

## Case study

# ROAD TO RECOVERY

When **Dot Comley** slipped and fell as she chased her grandson, Oliver, she knew she had badly damaged her leg. What she didn't know was just how much her accident would affect her every-day life and, in fact, her view of the future.

**During her recovery, Dot spoke to us about her experience, the treatment she has received from the Trust and how she will never take her independence for granted again...**

On September 18, Dot Comley went for a walk near her Maidstone home, with her daughter, Sally, and two-year-old grandson, Oliver.

As she played with Oliver and chased him along the path, Dot slipped on some mud and fell.

"I knew immediately that I had done something awful," Dot said, "I heard and felt something go in my knee. I had never broken anything before but I knew there and then that I shouldn't try to get up. I felt very sick.

"We had no phone with us as we were only a short distance from my house so it was lucky that two ladies stopped to help, and called an ambulance."

The ambulance arrived quickly and took Dot to Accident

and Emergency at Maidstone Hospital. She was x-rayed and a temporary cast was fitted before she was transferred to Ward 32 (the Wells Suite) at Tunbridge Wells Hospital for further assessment and treatment.

She was seen by Mr Kasetti Ravikumar, Consultant Orthopaedic Surgeon, and it was established that she would need surgery on her leg.

The two and a half hour operation went ahead a few days later and Dot's leg was pinned back into place.

She said, "When I woke up, I had an external brace on my leg. It's like a metal cage which is screwed into the bone through the skin. It was a bit of a shock at first as it looked so extreme but the medical staff were great at explaining how it would help my leg to mend.

"The attention I received from staff was excellent, I can't fault them.

"The physios came quickly after the operation to get me out of bed and as mobile as I could be. It was extremely hard to try and physically do what was needed at the same time as

being in so much pain but I was determined to be as self-sufficient as possible. The nurses were brilliant – they helped me when I needed them to but made sure my privacy and dignity were respected at all times. Those who particularly stuck in my mind were Jenny, Louise, Kathy, Marius and the Ward Sister, Heather. I can't thank them enough. In fact, the whole experience was as good as it could have been while I was in hospital – Mr Ravikumar was excellent, all the staff were lovely, the food was very good and the cleaners were great and kept everything spotlessly clean."

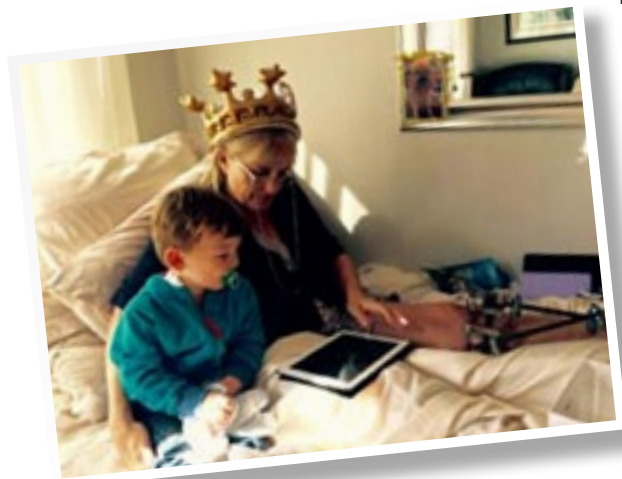
Dot was discharged from Tunbridge Wells Hospital seven days after her operation and two weeks after she was first admitted.

"When I was told I would be discharged, I quickly realised that because I couldn't use stairs, I would have to get a bed for downstairs at home. We rang around several places and eventually managed to get one delivered," Dot explained.

"To be incapacitated in the way I was felt so alien. I am an active, independent person so having to walk with a frame, with a cage around my leg limited me



*Dot Comley*





enormously. I was effectively house-bound. I couldn't even go upstairs in my own home and doing any day-to-day, normal activity was a huge and complicated task."

During the early part of her recovery, Dot was seen by district nurses and the Therapy Assisted Discharge team from the hospital. Over the weeks, she attended three hospital appointments to assess how her leg was recovering and to ascertain when her external brace would be removed.

She said, "Other than those hospital visits, I barely left the house. It was so strange to have to live in one room and to not be able to do the simplest of things. I couldn't have a shower, I had to wash in the kitchen. I couldn't carry a cup of tea from the kitchen to my chair or my bed because I had to use my hands to walk with my frame. The lack of independence was quite a shock and it has made me

realise how lonely some people must be when they are frail and isolated. I am hoping to volunteer with Age UK or a similar organisation once I am back on my feet and properly recovered.

"I have been lucky having had plenty of visitors but so many people are not as lucky and the whole experience has made me think about the future, which I might never have done had it not been for my accident. My iPad has been a God-send, it has allowed me to communicate and not feel quite so isolated."

Dot spent her 60th birthday at home, recovering, when she should have been on the trip of a lifetime to South Africa but she remains stoic about her experience.

"What happened to me was an accident that no one could have predicted but it has had a significant effect on my life and has made me think about a lot of things in a different way – for example, how can we generally make things easier for disabled or incapacitated people? Entrances to shops and cafes can be really hard to negotiate which wasn't something I had ever thought about before.

"My advice to anyone in a similar situation would be to stay positive and to not be afraid of asking questions of healthcare professionals. Make sure you have the information and help that you need."

Dot's external brace has now been removed. She has started physiotherapy and is pleased to have begun the next phase of her recovery.



## MTW TO TAKE OVER CROWBOROUGH BIRTHING CENTRE

**It has recently been announced that Maidstone and Tunbridge Wells NHS Trust (MTW) will be taking over the management of Crowborough Birthing Centre.**

The Trust has had huge support from those living in the north of East Sussex, who were very keen for our Trust to oversee their maternity care.

It is absolutely our intention to see Crowborough Birthing Centre go from strength to strength over the coming months and years with more women from both the south of West Kent and north of East Sussex using this wonderful service.

As the population grows, and more women make us their first choice for maternity services, we will be able to offer a full range of birth choices to all. Very few Trusts nationally are in such an enviable and positive position to have one let alone two midwifery-led centres alongside a full obstetric-led service which have been singled out for praise by the Care Quality Commission.

Recently, we held an engagement event in Crowborough to seek views on how we can develop and improve the maternity services offered to women in the area.

The session centred around a game called 'Whose Shoes' which, through discussion of a wide range of topics and scenarios, helps participants explore key local issues and identify opportunities for development and change.

It was a very interesting event and a wide range of topics were discussed, including understanding stillbirth, valuing staff, improving communication, developing community services, use of medical terminology, continuity of care, building relationships, self-preparation and different cultural groups.

Last year alone (2014), 5,625 babies were born at Tunbridge Wells Hospital and Maidstone Birth Centre. By adding in Crowborough Birthing Centre, that total is likely to rise well above the 6,000 mark – that's an average of 16 babies born under our care every day.

You can find out more and keep up to date with the initiative by using the hashtags #MatExp and #WhoseShoes on Twitter.

The Trust is currently working through the details of the move to take over Crowborough Birthing Centre with East Sussex Healthcare NHS Trust and High Weald Lewes Havens Clinical Commissioning Group.



# Confidence high in our maternity services

**Women are increasingly likely to have a good overall experience of maternity services provided by Maidstone and Tunbridge Wells NHS Trust (MTW), according to a new national patient survey that rates confidence and trust in local services highly.**



Women have a high regard for their midwives and the clinical teams caring for them, with 82% reporting that they definitely have confidence and trust in local maternity services – up 12% since the last time the survey was carried out in 2013.

Equally high numbers of women reported having a range of birth choices, of feeling appropriately advised, having enough time to ask questions or discuss their pregnancy, receiving the help they needed and being treated with respect and dignity.

The staff and facilities at Tunbridge Wells Hospital and in Maidstone Birth Centre (both run by MTW) are also helping partners be involved as much as they want to. 98% of women said their partners or someone close to them were able to be involved in their care during labour and birth, as much as they wanted to be, and 90% were able to stay with them as long as they wanted. All women have their own single rooms at Tunbridge Wells Hospital and the Birth Centre has homely double bedrooms.

Once in labour, women reported being offered a wide range of pain relief options ranging from alternative therapies such as hypnobirthing to an epidural. More women are also using water as a form of pain relief in birthing pools (up 10%).

Jenny Cleary, Head of Midwifery and Clinical Director for Women's Services, said: "We are pleased that so many women feel that staff have time to listen to them during their antenatal period and during labour and that they feel spoken to in a way they understand.

"They also feel involved in decision making about their care, are given appropriate advice and trust the staff who are caring for them.

"Our aim is to continue to build on the clear improvements that have occurred since 2013. We are working hard at raising awareness about the benefits of having a home birth or a birth at Maidstone Birth Centre as well as having the option to go to Tunbridge Wells for a hospital birth. Crowborough Birth Centre will also be coming a part of MTW in 2016 which will extend the options for where to birth their babies even further."

The Trust's maternity services have become increasingly popular with women and it expects to deliver over 6,000 babies for the first time during 2015/16. Engagement events are being planned to discuss with women how they want services to be further improved in the future.

The report comes shortly after a group of midwives from the Trust returned from training staff in China about Kangaroo care (skin to skin contact between mother and baby) at the behest of Save The Children in partnership with Chinese Health Authorities.

This followed a visit to the Trust earlier this year by senior Chinese health officials to see the benefits of Kangaroo care and to hear about our research in this area. The Trust's midwives provided training for staff from eight specially selected hospitals in China. This included practical sessions at a leading maternity hospital in Beijing and Nanjing that resulted in some amazing and emotional scenes for parents and staff. The staff in China will

now be introducing and embedding Kangaroo care in their hospitals as the start of a four year program to roll this out across China.

More than 20,000 women who gave birth during February 2015 took part in this year's National Maternity Survey. Locally, 202 women who gave birth at either Tunbridge Wells Hospital or Maidstone Birth Centre (in February 2015) took part in the survey.

The Trust was rated among the best trusts in the country in 10 areas of the maternity survey – twice as many as in 2013. It has no areas rated within the bottom 20% of worst performing trusts.

The positive feedback mirrors monthly surveys undertaken by the Trust. Between January and November of this year, over 95% of women who took part in our maternity Friends and Family test said they were either likely or extremely likely to recommend our maternity services to their friends (antenatal 97%, delivery 96%, postnatal 95% positive recommendation – based on the feedback from 215 women for quality of antenatal care, 677 women for delivery and 672 women for postnatal care).

Local maternity survey results for 2015, 2013 and 2010 are available to view and compare on the maternity pages of the Trust's website at [www.mtw.nhs.uk](http://www.mtw.nhs.uk)





# TRUST RESPIRATORY AWARENESS DAY A SUCCESS

**Maidstone and Tunbridge Wells NHS Trust (MTW) recently hosted a unique respiratory awareness day for patients with lung conditions, which was attended by more than 150 people.**

The event, which was held at the Academic Centre at Maidstone Hospital, was organised by Consultant Respiratory Physician, Dr Syed Arshad Husain, with the help of the local Research Unit from the hospital. It was opened by the Deputy Mayor of Maidstone, Cllr Derek Butler.

The Deputy Mayor delivered a very poignant speech during which he cited anecdotes from a personal perspective, when lung diseases were rampant, in his younger days and especially in London.

Chief Executive of MTW, Glenn Douglas, and MTW Medical Director, Dr Paul Sigston also attended the awareness day. The co-ordination of the event was organised by Najma Amir.

Dr. Husain opened the session with a presentation on the demographics and distribution of lung-diseases in Kent, comparing it with overall UK statistics.

Dr. Husain, who is the lead-interventional bronchoscopy consultant at MTW, also gave a presentation outlining the recently established EBUS services, where diagnosis of lung-cancers can be carried out at Maidstone Hospital, negating the need for patients all over Kent to travel to tertiary referral centres in London, as they have had to do previously.

The establishment of EBUS services locally also means that cancer diagnoses and the initiation of chemotherapeutic treatment can be implemented swiftly, increasing the likelihood of a good prognostic outcome for patients and overall increase of survival rates for lung cancer patients in Kent.

Dr Husain said: "We held this event, primarily with the aim of educating patients on various lung diseases and



the management of chronic respiratory conditions. We hope this means those individuals will pass on their knowledge to others and that this will gradually create a larger number of people in the area who are mindful and aware of the disease process. Eventually, this better understanding could lead to patients better managing their own conditions, seeking help sooner and in turn reducing the number of acute hospital admission in the long run."

During the day, Ricky Bishop, a former community physiotherapist, and an active Breathe Easy group member, demonstrated to the audience the best inhaler techniques and also breathing control exercises for patients dealing with an acute event.

The audience also heard from Patient Research Ambassador for MTW, Frances Mossie, who spoke about her role and how she acts as a conduit between patients and clinicians, facilitating research and inclusion into clinical trials at Maidstone. Research and Development Manager, Hazel Everest, presented an overview of all the research activities ongoing at MTW, and Research Associate, Leon D'Cruz, demonstrated the 'Laser Trial' and the 'TLA device'.

The audience heard directly from patients about their diseases and Dr Pradeep Rajogopalan, Consultant Respiratory Physician from Tunbridge Wells Hospital, talked about condition management in COPD patients as well as facilitating discussions around care for various types of chronically unwell patients with lung-diseases.

The hazards of smoking were discussed as part of the day and smoking cessation strategies were presented to those in attendance.

Two local airways disease user support groups, Breathe Easy and Lung Awareness, were present during the day and put up dedicated stalls at the event to speak to patients and offer support to those with chronic respiratory diseases in the area.

Dr Husain added: "The patient feedback regarding the event has been excellent and we have been asked to organise similar events again in the future. We definitely plan to do that and we will inform our patients of future events and such activities, designed to help patient care and condition management.

"For this event, we were very fortunate to have the support of our local branch of Tesco who very kindly provided lunch and snacks, and to Waitrose and Morrison's who provided refreshments, biscuits, cakes and disposable cutlery for the event. Thank you to all those who helped make the day such a success."





# Trust staff recognised for going the extra mile



Cheryl Fergison

Earlier on in the year we asked patients, visitors and staff to nominate members of staff and teams at Maidstone and Tunbridge Wells NHS Trust (MTW) for our yearly Staff Stars Awards which recognise those who have gone over and above expectations within their professional role.

We had a huge number of nominations this year across all wards and departments at the Trust.

The winners and runners-up were announced at an awards ceremony which took place on Friday 20 November.

Certificates and prizes were presented by our Chief Executive, Glenn Douglas, and our Chairman, Tony Jones, as well as our special guest, Cheryl Fergison, who played the long-running, much-loved character Heather Trott in Eastenders.

Cheryl nominated the Kent-based Ellenor Hospice to receive the proceeds from our charity raffle on the night – over £775!

## PATIENT FIRST

**Runner up – Individual:** Tom Blyth, Paediatric Consultant, TWH

**Winner – Individual:** Jane Elliott, Colorectal CNS, Maidstone

**Runner up – Team:** Gemma Bassett and Vivienne Smith, Haematology Secretaries, TWH

**Winner – Team:** Maidstone Hospital Early Pregnancy Assessment Team, Maidstone

## RESPECT

**Runner up – Individual:** Ruth Casey, ENT OPD Sister, Maidstone

**Winner – Individual:** Coralle Baillie, Ward 22 Manager, TWH

**Runner up – Team:** Sheila Bates and Claire Randall, Midwifery Liaison Officers, TWH

**Winner – Team:** Security Team, Maidstone

## INNOVATION

**Runner up – Individual:** Marie Griffiths, Junior Sister, ITU, Maidstone

**Winner – Individual:** Sherwin Sinocruz, Nervecentre Project (secondment from ITU), TWH

**Runner up – Team:** Nicola Cooper and Michelle Kleingunther, CAU Team leaders, both sites

**Winner – Team:** ITU Sisters, Maidstone

## DELIVERY

**Runner up – Individual:** Alison Jankowski Clinical Manager for Therapy Assisted Discharge Team

**Winner – Individual:** Shelley Green, HCSW, UMAU, Maidstone (represented by Jane Turner)

**Runner up – Team:** Estates Project Team for ward decant at TWH, cross-site

**Winner – Team:** GUM, cross-site

## EXCELLENCE

**Runner up – Individual:** Dr Karun Shetty, Associate Specialist in T&O, TWH

**Winner – Individual:** Caroline Bush, Junior Sister, Outpatients, Maidstone

**Runner up – Team:** Pharmacy teams, cross-site

**Winner – Team:** Mercer Ward, Maidstone

## KENT MESSENGER NEWSPAPER HOSPITAL HEROES AWARD

**Winner:** Claire Ryan, Macmillan Nurse Clinician

## COURIER NEWSPAPER HOSPITAL HEROES AWARD

**Winner:** Dr Nikila Pandya, Consultant Paediatrician

## Special Recognition Award

**Winner:** Maidstone Hospital League of Friends and Tunbridge Wells Hospital League of Friends

## PRIDE AWARD

**Winner:** Hilary Thomas, Matron and Deputy Head of Midwifery (retired August 2015)

## SYLVIA DENTON AWARD FOR CARE AND COMPASSION

**Winner:** Dr Scott Takeda, Consultant Cardiologist

## CHAIRMAN'S AWARD

**Winner:** Chantelle Menzies-Beer, Clinical Specialist Physiotherapist for the Pulmonary Rehabilitation Service

## VOLUNTEER OF THE YEAR

**Runner Up:** Terry Collins, Volunteer Chaplain, Tonbridge Cottage Hospital

**Winner:** Jayne Raffill, League of Friends volunteer, Maidstone

## TEAM OF THE YEAR

**Runner Up:** Medical Assessment Unit/ Ambulatory Assessment Unit, TWH

**Winner:** Surgical Nursing Teams, cross-site – encompassing Short Stay Surgery Maidstone and TWH, Ward 10, Ward 11, Cornwallis and Peale

## EMPLOYEE OF THE YEAR

**Runner Up:** Dr Serafeim Antonakis, clinical fellow in Ophthalmology, Maidstone

**Winner:** Simon Newcombe, Senior Biomedical Scientist



## Winter recipe

### Grandma's apple pie

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

#### Ingredients:

8oz self raising flour  
4oz margarine  
2oz caster sugar  
2/3 large cooking apples  
1 lemon



#### Method:

- 1 Peel and slice the apples and cook, adding juice of the lemon and sugar to taste.
- 2 Bring together the pastry with the flour and margarine.
- 3 Leave the apples to cool and roll out the pastry.
- 4 Line a pie dish with the pastry and add the apples. Cover with pastry lid.
- 5 Cook in a hot oven at 200°C for 20-30 minutes. Sprinkle with sugar and serve.

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.

## Excerpts from just a few of the staff awards nominations:

**Special Recognition Award** – League of Friends at both hospitals...

*"Although we, as a Trust, can't equal what they have given to us, it's time for us to formally recognise their collective outstanding commitment, support and dedication. They truly help make our hospitals better places."*

**Volunteer of the Year** – Jayne Raffill...

*"She does a fantastic job and we can't say thank you enough for her ongoing dedication and support."*

**Team of the Year** – Surgical Nursing Teams...

*"All should be recognised for their outstanding contribution in the face of huge challenge."*

**Employee of the Year** - Simon Newcombe (Senior Biomedical Scientist in Biochemistry)...

*"He displays an unwavering determination to help his colleagues and the department improve and develop. He works to the highest professional standards. He is cheerful, good humoured, kind and courteous. No one deserves this award more."*

## patientfirst WINTER QUIZ

### Geography:

- 1 In which country are the Angel Falls, the world's highest waterfall?
2. Mauritius is found in which ocean?

### History:

3. Who was the second wife of Henry VIII?
4. Which infamous killer was also known as 'The Whitechapel Murderer'?

### Art and Literature:

5. Which prolific writer of thrillers died on 2 May 2015 at the age of 85?
6. In 'Alice's Adventures in Wonderland', which type of birds were used as mallets at the queen's croquet ground?

### Food:

7. In which Spanish city or region did paella originate?
8. Made in Scotland, what are Bonchester, Caboc, Crowdie and Dunlop, types of?

### Entertainment:

9. From which musical does the song 'Memory' come?
10. Lulu accompanied which band on the 1993 hit 'Relight my fire'?

### Sport:

11. What nationality is tennis player Novak Djokovic?
12. The San Siro stadium is in which Italian city?

(Answers on p18)

## Executive Team Update

**Angela Gallagher, Chief Operating Officer**



Cold weather doesn't have to go hand in hand with illness. There are lots of simple things you can do to help yourself stay well this winter.

- Keep warm – this may help prevent colds, flu or more serious health conditions such as heart attacks, strokes and pneumonia.
- Eat well – food gives you energy, which helps to keep you warm. So, try to have regular hot meals and drinks throughout the day.
- Get a flu jab – flu vaccination is offered free of charge to people who are at risk, pregnant women, carers and some young children to ensure that they are protected against catching flu and developing serious complications. Contact your GP for further information

There's plenty more advice available on the NHS Choices website - <http://www.nhs.uk/livewell/winterhealth/pages/winterhealthhome.aspx>

We also want to encourage older people to seek early advice from their pharmacist for minor winter illnesses. If you're over the age of 60, a minor illness can get worse quickly. If you have a bad cough, trouble breathing, a cold or sore throat, you can visit your local pharmacy for quick health advice.

For more information, and to check your local pharmacy, you can visit NHS Choices website – [www.nhs.uk](http://www.nhs.uk)

You can also use the Health Help Now free app, which 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](http://www.healthhelpnow-nhs.net), it works on smartphones, tablets, and computers.

If you don't have internet access and you need medical help, but it isn't a 999 emergency, don't forget you can ring 111 for advice and assistance.

Have a healthy and happy winter!

Angela

## GETTING INTERACTIVE WITH OUR HOSPITAL RADIO TEAMS

**The volunteers at Hospital Radio Tunbridge Wells are continuing to work on raising the awareness of their service, with some posters being distributed throughout the Tunbridge Wells Hospital. In the Tunbridge Wells Hospital it is available on Channel 705 of the plasma televisions, in Tonbridge Cottage Hospital it is on Channel Zero of the bedside televisions and in Maidstone Hospital patients can listen to Hospital Radio Maidstone on Channels 1 and 3 of their bedside radio.**

One of the key features of Hospital Radio is the ability of patients to interact with the service and have a request played or their name mentioned which helps raise their self

esteem and has been proven to aid recovery. With this in mind the team in Tunbridge Wells have been looking into ways in which patients can take part in real time. Now the team have installed a new communications hub, which enables presenters to access social media, e-mails, telephone calls and text messages. This is thanks to the support of the Southborough and Pembury Rotary Club and the Hospital Broadcasting Association, who have paid for the equipment and text messaging service.

Patients who have a mobile phone or tablet can contact the Hospital Radio Team in Tunbridge Wells at [www.facebook.com/](http://www.facebook.com/)

HRTunWells or on Twitter @HRTunWells as well as by e-mail at [studio@hrtw.org.uk](mailto:studio@hrtw.org.uk) or by telephone on 01892 528 528 and by text to 60777 starting the message with the letters HRTW. This will enable patients to interact with the presenters in real time and rather than having to wait for a request to be played they can hear it immediately.

The output of both our Hospital Radio services can also be heard online by visiting the websites of the charities and this can also be accessed via the hospital's free wi-fi which has been installed by the League of Friends. To visit the Tunbridge Wells team go to [www.hrtw.org.uk](http://www.hrtw.org.uk) and its [www.hrm.org.uk](http://www.hrm.org.uk) for the team in Maidstone, both pages have a listen live facility. These services are entirely run by volunteers and have been serving our hospitals for over 50 years, they are always looking for additional team members and financial support, so if you would like to get involved yourself, please contact them.



**WINTER QUIZ**  
Answers from p13

**GEOGRAPHY:** 1. Venezuela 2. Indian Ocean  
**HISTORY:** 3. Anne Boleyn 4. Jack the Ripper

**ART AND LITERATURE:** 5. Ruth Rendell 6. Flamingoes  
**FOOD:** 7. Valencia 8. Cheese

**ENTERTAINMENT:** 9. Cats 10. Take That  
**SPORT:** 11. Serbian 12. Milan



# 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**, Tonbridge Road, Pembury, Tunbridge Wells, Kent TN2 4QJ

Tel: 01892 823535

## NEW ROLE TO SUPPORT PATIENTS WITH SECONDARY COLORECTAL CANCER

MTW in partnership with Macmillan Cancer Support have collaborated to create and fund a post for a Macmillan Nurse Clinician for patients with metastatic (secondary) colorectal cancer. This is a new role for the Trust, and an innovative post both locally and nationally.

Tracey Chambers started in this role in September, having worked in the Trust for the past 15 years, 11 of which were in the Oncology Clinical Trials team, leading on trials for patients with colorectal cancer.

Nurse Clinicians, like Tracey, are senior nurses who are prepared to identify and diagnose patients' problems using increased knowledge and skills gained through advanced

practice and study in a specific area of nursing practice.

Tracey said: "In this role I will be working with the Oncology Clinicians, as well as health care colleagues within the Trust and the wider community, to ensure that the care provided is patient centred, appropriately addressing individual needs. These important links will bridge health care settings, providing continuity of care and improving the patient experience. I will be developing the role across both Maidstone and Tunbridge Wells and will be a key point of contact for patients with metastatic colorectal cancer, and their families."



A black and white photograph of a man, Dr Philip Sawyer, wearing glasses and a dark sweater over a collared shirt. He is leaning forward, holding a stethoscope to his chest, with his right hand resting on a surface.

Dr Philip Sawyer

# Been coughing for 3 weeks? Tell your doctor.

A persistent cough could be a sign of lung cancer.  
Finding it early makes it more treatable.

**BE CLEAR  
ON CANCER**