

patient

first

Maidstone and Tunbridge Wells **NHS**
NHS Trust

#patientfirst

Winter 2016

VIP Maternity
visit - p3

Spotlight feature
Neonatal
Unit - p11

World
lives
and
free

**"Finding something to
give you the feel-good
factor is so important"**

Read Rebecca's story about fighting breast cancer on pages 8-9

Welcome to the winter edition of Patient First!

In this magazine, we have two patient stories so you can read some first-hand accounts of the care we have provided to our patients. You'll hear from Rebecca Older about her breast cancer journey and how exercise and keeping active helped her to stay positive. We also speak to Emma Moger, whose daughter, Ava, received treatment at Maidstone Hospital after breaking her elbow in October 2016.

There's a feature about our Neonatal Unit staff and the wonderful work they do looking after premature babies and their families, some great news about our first-rate maternity services and lots of news about what has been going on at both of our hospitals.

You can also read about the winners and runners-up in our recent Staff Stars Awards – perhaps someone you nominated received a well-deserved prize?

Our Chief Executive, Glenn Douglas, is behind this edition's Executive Team column, which talks about the Health and Social Care Sustainability and Transformation Plan (STP). The plan sets out thoughts around how NHS services need to change over the next five years to achieve the right care for people for decades to come.

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.

The Patient First team

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Contents

5 Diabetes awards

Alan Nabarro medal given to four patients who have lived with diabetes for over 50 years

6 Staff Stars Awards

Find out which members of MTW staff won at our 2016 staff awards ceremony

7 Maternity services

Nationwide recognition for our Maternity Services and strong five-year results from Maidstone Birth Centre

8 Case study – Rebecca Older

Read how exercise and staying active helped Rebecca through her battle with breast cancer

10 Case study – Ava Moger

Seven-year-old Ava and her mum, Emma, tell us what happened when Ava broke her elbow and how they found the treatment she received

14 Executive Team column

Chief Executive, Glenn Douglas, explains a bit more about the thinking behind proposals to change and improve local NHS services over the next five years

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VIP VISIT COMMENDS QUALITY OF MATERNITY CARE

A leading expert on maternity care has paid tribute to the quality of maternity services across Maidstone and Tunbridge Wells Trust (MTW). Baroness Cumberlege, the Independent Chair of the 2016 'National Maternity Review,' commissioned by NHS England, met with staff delivering services at Birth Centres in Crowborough and Maidstone as well as Tunbridge Wells Hospital.

She commented:

"I have been impressed by maternity staff across the Trust who are clearly committed to maximising positive outcomes – both physical health and mental wellbeing- for the mother, baby and the family as a whole."

Jenny Cleary, Head of Midwifery, Gynaecology and Sexual Health, said:

"We were delighted that Baroness Cumberlege took the time to see our work and facilities first-hand. Our philosophy is to ensure that each woman experiences the highest standard of care and we are committed to improving choice and personalisation for women accessing our maternity services."

Baroness Cumberlege's final visit was to Maidstone Birth Centre where she was joined by Mums and their babies to help celebrate the Centre's 5th birthday.

Janine Absalom, Maidstone Birth Centre, said: "It was lovely to be able to showcase our Birth Centre to Baroness Cumberlege and highlight our facilities and care which we are very proud of. There were lots of babies, coffee and cake to help mark our birthday in style!"

The Trust has been selected as a Maternity Choice and Personalisation Pioneer to help implement some of the recommendations from the Review led by the Baroness.

The Pioneers will test ways of improving choice and personalisation for women accessing maternity services.



NEWS FROM YOUR

30 countries learn from MTW's superbug fight

MTW has shared key learnings at an international conference about our work to fight the 'superbug', C.difficile, with delegates from over 30 countries, including a large group from Finland.



Sara Mumford, Director of Infection Prevention and Control, delivered a presentation to the Healthcare Infection Society (HIS) International Conference in Edinburgh, entitled: 'From zero to hero'. The conference attracted a wide range of experienced practitioners and newcomers in the field, including infection control specialists 'and consultant microbiologists.

The Trust recently rolled out new technology using ultraviolet light to help improve the efficiency of the cleaning of wards, rooms and operating systems. It is the first NHS hospital provider in Kent to roll out the new technology which uses shortwave UV radiation to sterilise micro-organisms like bacteria by disrupting their DNA.



Respiratory Medicine. Dr Syed Arshad Husain, Respiratory Consultant at Maidstone Hospital, talked about different Respiratory conditions and provided tips to help patients manage their conditions at home.

The event was organised by MTW's Respiratory Research and Respiratory Medicine departments in partnership with the charity, 'Kent Lung Awareness'. The Mayor of Maidstone, Cllr Derek Butler, also attended as Respiratory disease is a subject close to his heart and his chosen charity for 2016/17 is Kent Lung Awareness.

First anniversary for 'Living With Secondary Breast Cancer' group

A service coordinated by MTW for people living with secondary breast cancer held a Secondary Breast Cancer Information Day to mark its first anniversary at the Hop Farm, Paddock Wood.

'Living with Secondary Breast Cancer' is a service delivered by the national charity Breast Cancer Care and funded by local charity, Breast Cancer Kent.

Lung Awareness Day

The second Lung Awareness Day took place in October 2016 at Maidstone Hospital and attracted 185 guests including health care professionals and patients.

The day was packed full of information about a range of lung disease topics to help people look after their lung health.

Simon Denegri, National Director for Patients and Public at the National Institute for Health Research (NIHR), gave a speech about the importance of research to



HOSPITALS

People living with secondary breast cancer attend monthly meetings which feature a range of guest expert speakers, alongside activities such as mindfulness and relaxation techniques.

It is the only group in Kent specifically for those living with secondary breast cancer.

The meeting also introduced a new Macmillan Support Worker, Emily Parsons, who will provide additional non-clinical support to patients affected by secondary breast and colorectal cancer. Emily's position based at Maidstone Hospital is a new role funded by Macmillan for the first two years.

Diabetes Patients presented with awards

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

John Strevens, Peter Jenner, Maureen Cole and Derrick Small received the Alan Nabarro medal for living with Type 1 Diabetes for most of their lives.

Dr Siva, Consultant in Diabetes, along with other members of the diabetes team, presented them with their certificates and medals. He 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 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."

During the event, each of the award recipients said a few words about their personal experiences living with diabetes. All recounted their diagnoses as children or teenagers and how their treatment, medicines and approach to diabetes has changed over the fifty plus years they have managed the condition.

The Alan Nabarro medal is available for patients who have lived with diabetes for 50, 60, 70 and 80 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.

If you would like to nominate someone you know, please contact our diabetes team on mtw-tr.pcdmaidstone@nhs.net

Health and wellbeing event for cancer patients

In November, a team from Kent Oncology Centre, with Macmillan and other volunteer organisations ran a health and wellbeing event to help people with cancer feel supported through the transition from active treatment to 'normal life'.



The event was held in Ditton Community Centre and over 80 people attended. It included talks and sessions about diet, exercise, financial support, emotional wellbeing and health awareness.

Staff Stars

Thank you to all the patients who submitted nominations for our 2016 'Staff Stars' Awards which took place in November. The Awards recognise outstanding staff and volunteers for their achievements across a number of categories including Innovation, Excellence and 'Patient First'.

We had a record number of nominations and value the time that people spent nominating their own Hospital Hero.

Debbie McGee, the radio host, presenter and wife of the late Paul Daniels added an extra touch of magic to the event and presented winners with their Awards.

Debbie said: "It was a great honour to be part of the Staff Stars Awards. It is so important to recognise the wonderful work they all do. I think the staff all deserve medals."

The full list of winners is detailed below.

Patient First

Runner up – Individual:

Roz Barwell, Ward Manager Ward 20, TWH

Winner – Individual:

Dawn Mephram, Occupational Therapist, TWH

Runner up – Team:

Acute Medical Unit (AMU), Maidstone

Winner – Team:

Teenage Pregnancy Midwives – Rachel Cant and Katie Hall, cross-site

Respect

Runner up – Individual: Dr Jenny Weeks, Breast Care department, Maidstone

Winner – Individual: Isobel Morley, AMU, Maidstone

Runner up – Team: Pre-Assessment Nurses (Fran Staples, Elizabeth Stroud and Karen Nightingale), Maidstone

Winner – Team: Hedgehog Ward Nursing Team, TWH

Innovation

Runner up – Individual: Dawn Hallam, Discharge Manager, cross-site

Winner – Individual: Sandra Wakelin, Lung Cancer CNS, Maidstone

Runner up – Team: Inci Patel and Valerie Shield (cashier and receptionist), Maidstone

Winner – Team: Infection Control Team, cross-site

Delivery

Runner up – Individual: Vicky Maggs, Complaints Administrator, Maidstone

Winner – Individual: Karen Leeson, Birth Centre Manager, Crowborough

Runner up – Team: Secondary Breast Cancer Multidisciplinary Team, Maidstone

Winner – Team: Domestics, cross-site

Excellence

Runner up – Individual: Helen Summers, Vascular Access Nurse Specialist, cross-site

Winner – Individual: Leon D'Cruz, Respiratory Medicine Research Associate

Runner up – Team: Neonatal Unit, TWH

Winner – Team: LA1 Oncology Team, Maidstone

Kent Messenger Newspaper Hospital Hero Award

Winner: Dr Leon D'Cruz

Courier Newspaper Hospital Hero Award

Winner: Carol Smallman

Special Recognition Award

Winner: Gnanappiragasam Sithamparapillai, Senior Biomedical Scientist Sylvia Denton Award for Care and Compassion

Winner: Ruth Paul, Bereavement Midwife

Chairman's Award

Winner: Kemi Adams, Traffic Officer, Security Team

Volunteer of the year

Runner Up: Anneliese

Gibbs, Maidstone

Winner: Laurie Williams, Maidstone



Team of the Year

Runner Up: Edith Cavell Unit, Maidstone

Winner: Cardiac Rehabilitation Volunteers, Maidstone



Employee of the Year

Runner Up: Matthew Hitchcock, Head Chef, Maidstone

Winner: Carol Kinsella, Clinical Manager, Outpatient Physiotherapy.



CELEBRATIONS FOR MATERNITY SERVICES

Celebrations have taken place after country-wide recognition for our Maternity Services and strong five-year results from Maidstone Birth Centre. West Kent maternity services have been rated the best in the country following a review of nearly 200 NHS maternity services nation-wide.

The ratings examined stillbirth and neonatal mortality, maternal smoking at the time of delivery, women's experience of maternity services and women's choice.

West Kent came top for three of the four categories and the average score for a woman's experience of West Kent's maternity services was nearly 84/100. Our maternity services include community midwives, an obstetric-led full maternity service at Tunbridge Wells Hospital, and midwife-run birth centres at both Maidstone and Crowborough.

2016 marked the fifth year since Maidstone Birth Centre opened its doors to the local community and the Centre recently released its five year data (2011 – 2016) detailing a range of positive clinical and non-clinical outcomes for mums and babies. More than 88% of women experienced a normal birth with 73% giving birth in water. 77% of first time mothers starting labour had a normal delivery which is 11% higher than the national average figure for hospital births.

Caroline Jacques, gave birth to her second daughter, Freya, in April and said:

"Having Freya at the Birth Centre was a great experience and our family felt really supported by the excellent staff. The facilities are fantastic and giving birth in a non-clinical environment was very positive."



Caleb Thompson, pictured with his Mum and MTW staff, was the first baby born at Maidstone Birth Centre.

Staff and teams across our maternity services continue to receive recognition, both internally and externally. Karen Leeson, Manager of Crowborough Birth Centre picked up a Delivery Award at the Trust's annual 'Staff Stars' event. Karen was recognised for her work and high standards managing the Centre which the Trust took over in April 2016.

Maternity services have been shortlisted in the Royal College of Midwives 'Annual Midwifery Awards' 2017 and we are of only four organisations in the Euroking 'Better Births' Award for the project: 'A toolbox for better births for all'.

Cathy Warwick, Chief Executive of the Royal College of Midwives, said: "Just to be shortlisted is a great achievement and I congratulate the Trust on getting this far."

The Awards take place in March 2017.



Case Study

Rebecca Older

Rebecca Older from Maidstone was diagnosed with breast cancer in 2014 and underwent a mastectomy followed by radiotherapy and chemotherapy at Maidstone Hospital. Rebecca is a fitness instructor with the international fitness company, Les Mills, teaching RPM (indoor cycling workout), GRIT (high-impact cardio workout) and Body Combat classes.

Rebecca won the Les Mills 'Instructor of the Year' Award in February 2016, beating off competition from 5,000 other instructors across the UK. Her prize was a trip of a lifetime to New Zealand and, in August 2016, Rebecca travelled to the country's North Island for two weeks.

Here, we talk to Rebecca about her experiences and how she used exercise as a powerful tool to help her cope with the emotional and physical effects of cancer and treatment.

"Exercise has always been a big part of my life even as a child when I loved running and netball," Rebecca said, "I qualified as a fitness instructor in 2009 and I now regularly teach 21 classes a week across Maidstone, Sittingbourne and Medway, including RPM, GRIT and Body combat. My children even come to some of my classes!"



"My diagnosis in 2014 showed that the cancer in my breast had spread to my lymph nodes and I underwent six sessions of chemotherapy on the Charles Dickens Unit at Maidstone Hospital. To start with I found chemotherapy very frightening but the staff helped me to overcome my fears and supported me throughout my treatment. As

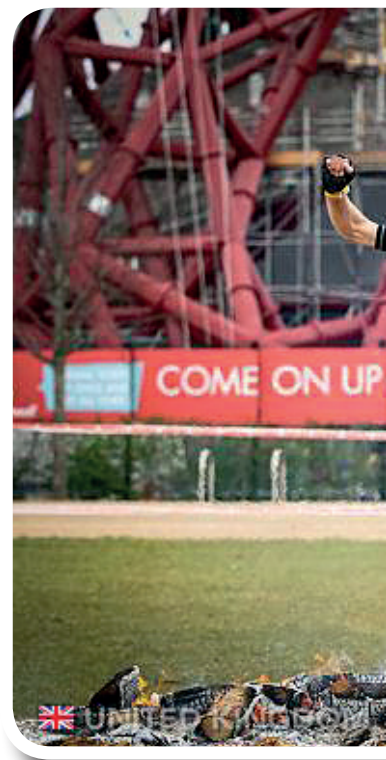
I underwent more treatment I was able to help other patients like me who were also scared of what was to come.

"Exercise is my 'feel good factor' and it was really important to me to keep it up and teach for as long as I could during my treatment. I am lucky to have a strong support network so on the occasions when I wasn't well enough to teach, someone else stepped in to run the class. I had such great support from people attending my classes which meant a lot.

"Through my treatment I took part in events such as 'Race for Life,' an organised walk or run to raise funds for Cancer Research UK, which I led the warm up for and was able to share my story there with the ladies taking part.

"I've now finished treatment but am taking the drug Tamoxifen which is used to help treat hormone receptor-positive breast cancer patients. "Finding something to give you the 'feel-good' factor when you are going through cancer is so important, whether it is exercise or not. I'm now half way through a training course to become a Pilates instructor and I'm excited about the future."

Rebecca has also been an active fundraiser for cancer charities such as Macmillan Cancer Support and the Peggy Wood Breast Centre at Maidstone Hospital where she underwent a lot of her treatment.



Body combat in



structor uses fitness to help fight cancer

She said: "The work that the team does at the Peggy Wood Centre is so inspirational that I wanted to do some fundraising for them as a way of giving something back. It was actually through reading a copy of 'Patient First' that featured a fundraiser's story, whilst I was waiting for an appointment one day, that motivated me to start fundraising myself!

"I tried to be as positive as I could be when I was going through treatment, and fundraising helped, so I did things like running a sweepstake about what colour my hair was going to be when I it grew back, following treatment. I also did a sponsored body 'combatathon' at a local gym to raise funds for charity.

"Winning my 'Instructor of the Year' Award meant so much to me and my holiday to New Zealand was one that I will never forget, especially driving a motorhome through some of the world's most stunning scenery! It was a good chance to reflect on my cancer journey and the challenges I had overcome with the support of my friends, family and the oncology team at Maidstone Hospital.

Rebecca organised a fundraising event on 14 January at Maidstone Leisure Centre to coincide with the launch of the latest body combat class.

Kent Oncology Centre

World Cancer Day takes place on 4 February 2017.

Currently 8.2 million people die from cancer worldwide each year.

More than 50,000 women are diagnosed with breast cancer each year in the UK and one in eight women in the UK will develop breast cancer at some point in their lifetime.

(Source Breast Cancer Now)

The Kent Oncology Centre run by MTW provides oncology services to Kent, Medway and East Sussex. Brachytherapy is provided at Maidstone Hospital for gynaecological and prostate cancers.

An 18 bedded inpatient haemato-oncology ward provides inpatient treatments for haematological cancers (leukaemia, myeloma, lymphoma).



MTW has secured £1.8 million in funding from NHS England in the first wave of investment from its fund designed to modernise radiotherapy care across England. MTW has been allocated funding to replace one of the linear accelerators (LINACs) at Maidstone, at a value of approximately £1.8 million. Our investment will enable MTW to replace an older LINAC for a new machine that has improved capabilities. This funding is a big step forward for Kent Oncology and will allow us to continue to deliver the most advanced radiotherapy treatments to the population of Kent, Medway and East Sussex. Around 4 in 10 of all NHS cancer patients are treated with radiotherapy, which typically uses high-energy radiation from a machine called a linear accelerator ('LINAC').

Case Study



Most parents would say that there is nothing worse than their child being ill or having an accident that requires hospital treatment... It's scary and daunting for both child and parent so a positive hospital experience can make a huge difference. Here, we speak to Emma Moger about her daughter, Ava's trip to A&E and subsequent visit to the Fracture Clinic at Maidstone Hospital.

Ava Moger was at Brownies, in Leybourne, on 28 September 2016 when she tripped and fell, landing directly onto her left elbow. Her mum, Emma, was contacted and immediately went to collect Ava.

Emma said: "When I arrived, Ava was in distress and a lot of pain and I thought it was possible she had broken her elbow. Although an ice pack had been applied for the swelling, it didn't appear to be helping so I rushed her to A&E at Maidstone Hospital. We waited to be triaged and seen by a doctor, and she was consequently treated for a fractured elbow.

"And, the most efficient service we had was at the Fracture Clinic, a week later. We had to go along for Ava to be checked by the doctor, and possibly, to have a new cast put on. I can honestly say that the service received from the staff involved was first class, from the receptionist and

the nurses, to the plaster room staff, x-ray staff and the doctor. Every single member of staff was attentive, professional and very friendly. They made a point of explaining the procedure to Ava, asking her how she was and how she was feeling. They took time to speak to her about what the next step would be and to tell her about how her elbow would heal.

"She and her identical twin sister, Naomi, asked the doctor lots of questions and he was amazing with them. He explained everything and showed them various x-rays, relaying how the break had occurred and how it would get better. Ava told the doctor that she would like a brightly coloured cast, like her friend had had the day before, when he had broken his arm. Although the doctor said her elbow was healing well in the temporary cast, he listened to her concerns about the cast rubbing her neck and feeling very heavy and

awkward, so referred her for a new one.

"The staff in the plaster room were very friendly and helpful, and they gave Ava a choice of colours for her cast. She chose bright pink and as they put it on, they were very gentle with her, once again, explaining everything that they were doing. What particularly delighted Ava, was that they put a mini cast on Trevor, the class teddy bear, who was staying with us over the weekend! It really did make Ava's day.

"Ava was then seen in x-ray, where the staff were great and lastly, we went back to the doctor, who re-assessed her and her new cast. He talked us through the plan for the following next few weeks and gave Ava a date for the plaster to come off (the day after her 8th birthday). He also gave us really helpful information about pain relief, her recovery, what to avoid, and reassured me about my concerns around whether Ava might end up with a weakness in her bones or her left side. He greatly eased my worries which was fantastic!

"We were in and out within about 40 minutes and it was an easy experience. Ava was very happy with her new pink cast, which her whole class signed and Trevor the class bear still wears his to this day!

"What could have been a much more stressful experience for Ava and us, was made a lot more bearable by the staff and we are very grateful for that. My husband and I would like to thank all the staff at the hospital for their support and service. We are very lucky to have such a wonderful and valuable NHS service in this country and each and every member of staff involved are a major asset in the smooth running and delivery of the outstanding care delivered.

Ava added: "The staff at the hospital were very patient with me, good company and they knew what they were doing when they put the two separate casts on. They were very co-operative and they were very, very kind."

Spotlight feature on

Tunbridge Wells Neonatal Unit

Around 60,000 babies are born prematurely in the UK every year.

At Tunbridge Wells Hospital, the Neonatal Unit provides care for up to 18 babies at one time. It is equipped with three intensive care cots, eight high dependency cots, seven special care nursery cots, and one isolation cot.

Last year, from January to December (2015), the unit admitted 502 babies. Babies born from 27 weeks can be cared for at Tunbridge Wells Hospital but if they are born pre 27 weeks, generally, they have to be transferred to a Level 3 Neonatal Unit, such as Medway or Ashford.

Tara Hayward, a Sister in the Neonatal Unit, said: "While the priority for us, as staff, will always be to care for the babies who are admitted, we also ensure their families are properly supported. The overall care we provide is family-centred. Having a baby admitted to the Neonatal Unit is a stressful and worrying time for anyone, whether they had a high risk pregnancy and knew there was a chance they would have a premature birth, or not.

"When you give birth, you want and expect to be able to take your baby home so the whole experience of coming in to the unit can be physically, mentally and emotionally draining. It's vital that our staff do everything they can to help parents cope with that stress and feel well supported."

The Neonatal Unit has three private parent rooms which can be used for quiet time, when babies are very unwell, or for parents to stay in for special occasions, or if they travel a long way to get to the hospital. The rooms are also used for 'rooming in' when parents are preparing to take their baby home after weeks or months in the NNU.

Tara said: "We are very lucky to work in an area that has fantastic antenatal care so many women at risk of giving birth prematurely are identified early on in their pregnancy and plans are made well in advance. Outcomes for premature babies are so much better than they used to be and the medicines used have come on enormously.

"As a team, the staff on the NNU are close-knit and we have a very good relationship with colleagues in our hospital and more widely within our neonatal network, particularly in Medway and Ashford. It really is a huge team effort from all staff, across the board, which makes the unit run as it does. We all want the very best for the babies we care for, and their families – there is nothing better than seeing a family take their baby home."

The Neonatal Unit at Tunbridge Wells Hospital has 60 specially trained staff (a mixture of full and part time), including nurses and dedicated nursery nurses. There are also three dedicated network transport teams, with special neonatal ambulances, which transfers babies to and from hospitals in the area, according to where they are best cared for.



Julia Moat, Manager of the Neonatal Unit at Tunbridge Wells Hospital, said: "We are absolutely committed to providing the very best standards of care to babies, and the best support for parents. Having already achieved the Bliss Certificate of Commitment for the Bliss Baby Charter*, we are now currently working towards the Bliss Family Friendly Accreditation Scheme to ensure a gold standard of care in our unit."

At this time, Rachel and Andrew Wilson's daughter, Athena, is being cared for in the Neonatal Unit at Tunbridge Wells Hospital. Athena's twin sister, Ophelia, died shortly after she was born, on 31 August 2016.

Rachel said: "We were aware from very early on that my pregnancy was high risk and that the babies had twin to twin syndrome. My waters broke 18 weeks into my pregnancy so I had to have observations done on a weekly basis. I went into spontaneous labour at 27 weeks and attempts were made to delay labour, it didn't work and Athena and Ophelia were born just under seven hours after I went into labour.

"Ophelia was very small, just 780 grams and we were told that she wasn't going to make it. We were able to say our goodbyes and she died nine hours after she was born.

"Athena, who weighed one kilo and 20 grams, was stabilised and the next day, was transferred to Medway Hospital, where there is a level three unit. On 16 September, she was transferred back to Tunbridge Wells the high dependency unit in neonatal and has been here ever since. She is growing steadily and making gradual but good progress."

As Rachel knew her pregnancy was high risk, she and her husband were able to look around the Neonatal Unit and speak to Julia, the Unit Manager, in advance.

from p11

"It was actually really helpful," said Rachel, "We looked at the rooms and we were given information so we knew something of what to expect. The staff here are amazing and have helped us so much – not just with the care they provide for Athena but also with our grieving process for Ophelia. They provide hugely personal support, they know if I am having a bad day and they will do all they can to help, understand and support."

"There is a good consistency with staff and everyone, including the consultants are very positive, encouraging and reassuring."

"There are lots of small details, too, which really make a difference, for example, every baby admitted under 32 weeks is given a memory box, which the nurses help to complete. I am told, although at the moment it seems hard to believe, that one day all of this will all be a distant memory so it will be lovely to have the memories to look back on and remember what a journey we have all been on."

"My advice to anyone else who finds themselves in this situation is to take one day, or one week at a time. Try not to let the little things get to you – concentrate on the bigger things, and always look at the positives. Even if you have had a really bad day, do your best to think about what has also been good about it, however small those things are."

"It's a rollercoaster of emotions – real highs and lows, but take the support that is offered and do your best to stay positive."

**Read more about the Bliss audit charter at www.bliss.org.uk*

What is twin to twin transfusion syndrome?

Twin to twin transfusion syndrome (TTTS) is a disease of the placenta (or afterbirth) that affects identical twin pregnancies. TTTS affects identical twins (or higher multiple gestations), who share a common monochorionic placenta.

The shared placenta contains abnormal blood vessels, which connect the umbilical cords and circulations of the twins.

The common placenta may also be shared unequally by the twins, and one twin may have a share too small to provide the necessary nutrients to grow normally or even survive.

The events in pregnancy that lead to TTTS - the timing of the twinning event, the number and type of connecting vessels, and the way the placenta is shared by the twins are all random events that have no primary prevention, is not hereditary or genetic, nor is it caused by anything the parents did or did not do. TTTS can happen to anyone.

Dedicated Endometriosis Support

Endometriosis is a common condition where tissue that behaves like the lining of the womb (the endometrium) is found outside the womb. These pieces of tissue can be found in many different areas of the body, including:

- the ovaries and fallopian tubes
- outside the womb
- the lining of the inside of the abdomen
- the bowel or bladder

The condition is estimated to affect around 2 million women in the UK. Most are diagnosed between the ages of 25 and 40.

Jenny Frawley is the Trust's specialist Endometriosis Nurse who runs clinics for those women affected by the condition and recently set up a dedicated email address to provide additional support. MTW also hosts a support group at Tunbridge Wells Hospital on the first Thursday of every month between 6pm and 8pm in the seminar room in the Women and Children's department.

Jenny says:

"Endometriosis can be a debilitating and painful condition for women and we have set up our dedicated email address as a result of patient feedback and to ensure more women get the information they need."

For more information please email:
Mtw-tr.endo-helpandsupport@nhs.net

Chairman Retires

Tony Jones, the Trust's Chairman, has announced his retirement after serving two full terms as Chairman.

Mr Jones joined the Trust in 2008 and has overseen huge improvements in both quality and safety during his eight years as Chairman.

The Trust had one of the worst infection rates in the country when Mr Jones started, and now has one of the best with very low instances of hospital acquired infections.

Tony says:

"I am sorry to be leaving because I believe that the Trust has progressed greatly since the problems of eight years ago, and will continue to go from strength to strength. Most importantly I believe that, for all the challenges from increasing demand, the Trust continues to offer an excellent service to its patients and to the local population."

Glenn Douglas, Chief Executive, said: "Tony joined the Trust in 2008 when it was quite literally at its lowest ebb. At the time, his mission was to prove that MTW could once again become a Trust that everyone can take pride in."

"In the intervening years, he has done this and a great deal more. Tony is the first to admit that the achievements we have seen in many areas of care are as a consequence of a huge amount of hard work by our staff."



Winter recipe

Custard Tart



Ingredients for shortcrust pastry:

- 6oz plain flour
- 4oz butter
- 1 egg yolk
- 2-3 tsp cold water

Ingredients for filling:

- 4 eggs
- 1oz caster sugar
- ½ tsp vanilla essence
- ¾ pint/450mls semi-skimmed milk
- Nutmeg (grated)

Method:

- Sift flour into mixing bowl and rub in butter so that the mixture resembles breadcrumbs.
- Add egg yolk and water and mix to a firm dough. Knead on a floured board.
- Prepare 8" flan cake tin. Roll out the pastry and line the flan case. Chill for 20 minutes.
- Bake blind for 15-20 minutes at 200°C/400°F/gas mark 6.
- Whisk eggs with sugar and vanilla essence. Heat milk until warm and whisk in the eggs.
- Pour into flan case and sprinkle with nutmeg.
- Bake in heated oven 160°C/325°F/gas mark 3 for 45 to 50 minutes until set and lightly brown.
- Serve as it is or with double cream

patientfirst Winter QUIZ

Geography:

What is the capital of New Zealand?

In which city is the world famous Copacabana beach

History:

How many children did Queen Victoria have?

In which French area were the D-Day landings?

Art and Literature:

In which county is 'Constable Country' (named after its famous son)?

Who wrote the books on which Disney's Jungle Book is based?

Food and drink:

From which country does the bread, ciabatta, originate?
What type of pastry is used for profiteroles?

Entertainment:

Who starred as The Sundance Kid in Butch Cassidy and The Sundance Kid?

What is the name of the snowman character in the Disney hit film Frozen?

Sport:

Who is the world tennis number one?

What is the highest possible score in a game of ten-pin bowling?

Executive Team *Update*

Glenn Douglas, Chief Executive



You may have heard that the NHS, social care and public health in Kent and Medway are working together to plan how we will transform health and social care services to meet the changing needs of local people. It is the first time we have all worked together in this way and it gives us a unique opportunity to bring about positive and genuine improvement in health and social care delivery over the next five years.

Our draft Health and Social Care Sustainability Transformation Plan (STP) sets out how we think services need to change over the next five years to achieve the right care for people for decades to come. It will help us deliver the Five Year Forward View, which sets out the national vision for health and social care.

At the moment, it is work in progress – we are sharing our thinking on where we need to focus to bring about better health and wellbeing, better standards of care, and better use of staff and funds.

We will only be able to decide on and implement any changes

following a period of engagement and consultation with our communities – this is just the start of the process.

We need to do this because our current health and social care system isn't set up to meet the needs of today's population. Many more people are living longer – which is great – but they want and need a different kind of care.

Although most people get good care most of the time, services are not always good enough; too many people wait too long for treatment and we find it difficult to recruit enough staff. So, first and foremost, we need to design services that improve services for our patients.

At the same time, we are facing a big financial problem. Across Kent and Medway, health and social care have £3.4 billion in funding but overspent by £141 million last year. Without change, we will be looking at a gap of £486million in our budgets by 2020/21.

Our plan focuses on:

- prevention of ill-health

- local care – better access to care and support in people's own communities
- mental health – just as important as physical health
- hospital care – excellent wherever it is delivered.

We want to get this right, and we know that we need your views to help us do that. So, we will use all the means at our disposal to involve patients, carers, the public and health and care professionals, at every stage.

You can access it via our website www.mtw.nhs.uk/about-us/transforming-health-social-care-in-kent-medway

Glenn

NEW MEDICAL DIRECTOR FOR MTW

The Trust has announced the appointment of Dr Peter Maskell as its new Medical Director. Dr Maskell qualified from The Royal Free Hospital School of Medicine in 1995 and is currently a Consultant Stroke Physician at the Trust. Peter. He trained in general and elderly medicine at St Thomas' Hospital/Brighton and Sussex University Hospital.

Dr Maskell became a consultant in general and geriatric medicine with an interest in stroke medicine at MTW in 2005 and is no stranger to the role of senior clinical lead. Prior to taking up his new role at MTW, Dr Maskell was the Medical Director at Kent Community Healthcare NHS Foundation Trust. He takes over as Medical Director from Dr Paul Sigston in February.

Winter QUIZ

answers from p13

Geography: 1: Wellington 2: Rio De Janeiro

History: 3: 9 4: Normandy

Art and Literature: 5: Suffolk 6: Rudyard Kipling

Food: 7: Italy 8: Choux

Entertainment: 9: Robert Redford 10: Olaf

Sport: 11: Andy Murray 12: 300

Choose Well...

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

Self-care

NHS 111

Medical advice 24/7

www.nhs.uk/111

Call 111

Emotional support

Mental Health Matters helpline

Confidential emotional support

0800 107 0160

Stop Smoking Service

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

GP and dentist out of hours

Call 111

Pharmacy

Late night and Sunday pharmacies Maidstone

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

[Morrisons Pharmacy](#), Sutton Road - 01622 661750

[Sainsbury's Pharmacy](#), Quarry Wood, Aylesford -
01622 790223

[Tesco Pharmacy](#), Lunsford Park, Larkfield -
01622 701449

Sevenoaks

[Sainsbury's](#), Otford Road - 01732 469198

Tonbridge and Tunbridge Wells

[Boots](#), Calverley Road - 01892 526486

[Sainsbury's](#), Linden Park Road - 01892 532569

[East Street Pharmacy](#), 47 East Street, Tonbridge

(opening times, Monday to Saturday 7am to 10pm
and Sunday 10am to 8pm) - 01732 770055

Minor injuries units

Edenbridge Hospital

Mill Hill, Edenbridge, TN8 5DA

Tel: 01732 863164

Open 8.30am to 8pm, 365 days a year

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

Sevenoaks Hospital

Hospital Road, Sevenoaks, TN13 3PG

Tel: 01732 470200

Open 8am to 8pm, 365 days a year

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

Crowborough War Memorial Hospital

Southview Road, Crowborough, TN6 1HB

Tel: 01892 603602

Open 8am to 8pm, 365 days a year

Some GP practices also offer a minor injury service. To find out who, **visit www.nhs.uk**

Emergency Care Centres and Accident and Emergency

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

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

Tel: 01622 729000

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

Tel: 01892 823535

Think you need A&E?

At a time when there is unprecedented demand for A&E, take time to think if you might have an alternative care option before you attend your local Emergency department...

Accident & Emergency and Emergency Care Centres deal with patients with life-threatening or emergency illnesses and accidents. If the illness or injury is life-threatening, don't hesitate – call 999 straight away. You can call NHS 111 when you need medical help fast, but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Alternatively, if you have a minor injury or illness,

such as a minor cut or head injury with no loss of consciousness, you may find it quicker and easier to seek help at one of Kent and Medway's Minor Injury Units.

You can also use the Health Help Now website or download the app, which helps people find the right service in Kent and Medway for their health needs, especially when they need medical help fast but it is not a life-threatening emergency. Health Help Now lists common symptoms and offers suggestions for treatment. The site lists Minor Injuries Units and Urgent Care Centres too, as well as pharmacies and GP walk-in centres.

We're here to help you stay well this winter

Winter conditions can be seriously bad for our health, especially for people aged 65 or over, and people with long term conditions such as: a lung disease, diabetes, heart or kidney disease.

For more information on how you can stay well this winter pick up a leaflet or visit www.nhs.uk/staywell

**STAYWELL
THISWINTER**

