

patient

first

NHS
Maidstone and
Tunbridge Wells
NHS Trust

#patientfirst

Winter 2019

P12

"They made me feel special and really looked after me."

Why mum Penny Shorricks chose Maidstone Birth Centre

Welcome to the winter edition of Patient First!

There are always good news stories happening across the Trust and Patient First allows us to pull them all together and highlight some of the wonderful things that are going on in one place.

In this edition you can find out about HRH The Princess Royal's visit to Maidstone Hospital to officially open the new helipad.

We reveal the winners and runners up of our annual Staff Stars Awards which shine a light on the work of our amazing members of staff. You can also read about how the Trust is hitting all eight national cancer targets for the first time in over five years and how our Emergency Laparotomy Team has been named within the top 20 UK teams for performance.

First time mum Penny Shorricks also talks to us about why she chose to have her first baby at one of our two birth centres.

Don't forget, if you have a story to share we'd love to hear from you. We also welcome any feedback and suggestions so please get in touch with the communications team using the contact details below.

PS Did you know you can view this magazine online? Visit www.mtw.nhs.uk/patientfirst

The Patient First team

Contacts

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01892 823535 - Tunbridge Wells Hospital



Or visit www.mtw.nhs.uk



Contents

- 3 Back on track**
How we're hitting our cancer targets for the first time in over five years.
- 4 Improving patient services**
Find out about a new Acute Assessment Unit that is set to open at Maidstone Hospital.
- 5 VIP visit**
HRH The Princess Royal opens the Trust's new helipad.
- 6-7 Staff Stars Awards**
The winners and runners-up of the Trust's annual awards are revealed.
- 8-9 Fundraising**
Read the amazing efforts people have gone to for our dedicated charity.
- 12 Case study**
Penny Shorricks talks to us about having her first baby at Maidstone Birth Centre.

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Neonatal Unit receives prestigious award from baby charity



Tunbridge Wells Hospital has become only the fifth hospital in England to receive Bliss accreditation for its neonatal unit.

The UK's leading premature and sick baby charity awards the accreditation to neonatal units that deliver high quality care to babies and support for their families.

Neonatal Specialist Matron Julia Moat said: "It is a huge achievement and acknowledges the hard work of the staff to ensure we always provide individualised family-centred care of the highest standard to the parents of extremely sick or premature babies.

"Being able to display the Bliss Accreditation plaque on the Neonatal Unit sends a clear message to the families we work with on a daily basis that we recognise that every baby is special and that we respect the rights and dignity of each and every one of them whilst they are in our care."

We did it!

Our cancer waiting times are back on track.

Data shows that the Trust has hit all eight NHS cancer targets for the first time in over five years. It means we're treating the required 85% of cancer patients within 62 days and seeing patients within 14 days of GP referral.

Quality improvements that have made the most impact on speeding up patients' access to treatment include introducing 'straight to test', where a patient referred is initially assessed by a specialist cancer nurse over the telephone to determine the best and most suitable test for their symptoms, rather than waiting to have a face-to-face outpatient appointment – this results in an earlier diagnosis; and increasing radiology capacity by moving to seven day working, enabling us to diagnose and treat more of our patients quickly.

Miles Scott, Chief Executive, said: "Our ambition now is to continue with this hard work, build on the great actions we've put in

place that are delivering results and become an outstanding cancer centre, where patients can access world-leading, high quality cancer care and treatment."

MTW is the fifth largest cancer centre in the country and provides specialist cancer services to around 1.8m people across Kent, Medway and East Sussex. The Trust treats people from two sites based at Maidstone Hospital and Kent and Canterbury Hospital, and also runs outpatient clinics across multiple locations in the region.



New purpose built Acute Assessment Unit set to open at Maidstone Hospital



We're opening a new £8m purpose-built Acute Assessment Unit (AAU) at Maidstone Hospital to help improve patient care.

The 1,400m² unit, which will be accessed via Maidstone Hospital's Emergency Department (ED), will be used to assess patients with

urgent medical and surgical conditions who have been referred by their GP or ED to undergo further assessment when it's fully operational in January 2020.

When a patient arrives on the short stay unit, they will be assessed by a nurse and observations and investigations will be carried out before they are seen by a doctor who will plan the diagnosis and treatment.

Once completed, the unit, which will house 14-short stay beds, eight assessment beds and a treatment suite comprising three separate treatment rooms, will be open to admissions seven days a week until 8pm and will be operational 24-hours a day.

It will be staffed by a dedicated team of doctors, nurses, therapists, pharmacists and other allied health professionals so patients can access the most appropriate treatment as quickly as possible.

Dr Laurence Maiden, Chief of Service for Medicine and Emergency Care, said: "This state-of-the-art, dedicated assessment unit allows us to build on the excellent work we've been implementing across the Trust to ensure patients receive rapid access to the right care and treatment by ensuring they are seen by the right people in the right place so they can return home quickly and safely."



Service Improvements

AAU forms part of the Trust's long term vision to reduce waiting times and unnecessary hospital admissions by providing same day emergency care (known as SDEC) for patients.

As part of this work we have extended the opening hours of our Acute Frailty Units (AFU) at both Maidstone and Tunbridge Wells hospitals.

It means our AFUs are now open from 8am to 8pm Monday to Friday and from 9am to 5pm on Saturday and Sunday.

Patients aged 70 and over, who arrive at ED and meet the national criteria for frailty, will use this pathway.

Anyone not suitable for discharge will be transferred to a short stay bed on another ward and then discharged appropriately.

Help us, Help you

We understand it's not always easy to know where to turn to get help when you're not feeling well.

That's why we've put together some advice about how to manage your health during the winter months and get the most out of your local NHS services.

- Get a flu jab from your GP surgery or pharmacist to avoid catching and spreading flu.
- Call NHS 111 if you need urgent non-life-threatening medical help.
- Visit your local pharmacist for advice on a range of minor illnesses such as coughs, colds, headaches, aches and pains.
- Make an appointment with your GP if you can't treat your illness yourself, or your symptoms don't seem to be going away.



HRH The Princess Royal opens new helipad at Maidstone



HRH The Princess Royal officially opened the Trust's new helipad at Maidstone Hospital in December 2019.

HELP Appeal donated £300,000 to build the all-weather pad at the rear of the oncology unit. It replaces the temporary site, which was often water-logged.

The helipad will help increase the life chances of seriously ill or injured patients being brought to Maidstone Hospital for treatment, or flown from the hospital to specialist centres elsewhere in the country for treatment. Air Ambulance Kent Surrey Sussex will be the main user but it can also be used by other emergency services as well as charities such as the Children's Air Ambulance which provides a medical transfer

service for critically ill babies and children up to the age of 18.

As well as unveiling a plaque HRH The Princess Royal also met with representatives from HELP Appeal, the Trust's helipad response team, Chief Executive Miles Scott, Chairman David Highton, representatives from the hospital's clinical services and departments, as well as crew members from Air Ambulance Kent Surrey Sussex which is celebrating 30 years of service this year.

Shirley Hollinshead, who is celebrating 53 years' continuous NHS service, presented HRH with a bouquet of flowers as a thank you for visiting the hospital.

Staff fund new cold caps for chemotherapy patients

Top of the range equipment to help reduce hair loss for chemotherapy patients have been bought thanks to the generosity of staff.

Fundraising events such as raffles were held by staff at the Haematology-Oncology Day Unit at Tunbridge Wells Hospital to cover the £500 cost of four brand new Paxman 'cold caps' which can be worn by both male and female patients during certain types of treatment.

Chemotherapy causes hair loss because it damages the hair follicle. By using scalp cooling, also known as the 'cold cap', the temperature of the scalp is reduced by a few degrees immediately before, during and after the administration of chemotherapy. This then helps reduce the blood flow to hair follicles which may prevent or minimise hair loss.



Recognising our staff

Each year we shine a light on our staff's achievements, and highlight them not only to those working within the Trust but also the wider community.

More than 300 staff and volunteers attended this year's event which took place at High Rocks in Tunbridge Wells in November.

Certificates and prizes were presented by Chief Executive Miles Scott, Chairman David Highton and special guest comedian Paul Kerensa.

Miles Scott, Chief Executive, said: "No matter how this unique and very special service touches our lives it cannot survive without exceptional people like those who work for Maidstone and Tunbridge Wells NHS Trust."

Patient First

Winner – Individual: Philippa Moth, Consultant Obstetrician and Gynaecologist

Runner up – Individual: Ailish Flanagan, Chemotherapy Staff Nurse, Charles Dickens Day Unit

Winner – Team: Joint winners Whatman Ward and Ward 2

Runner up – Team: Bereavement Support Midwives

Respect

Winner – Individual: Lindsey Reynolds, Lead Matron Critical Care Directorate

Runner up – Individual: Rita Joseph, Matron, Sexual Health Services

Winner – Team: Ophthalmology Outpatients, Maidstone

Runner up – Team: Senior Specialist Doctors, Obstetrics and Gynaecology

Innovation

Winner – Individual: Jo Garrity, Head of Staff Engagement and Equality

Runner up – Individual: Sarah Kray, Ward 20 Acting Manager

Winner – Team: Pre-Operative Assessment Team

Runner up – Team: Karen Cater and Kate Hallowell, Acute Medicine and Geriatrics

Delivery

Winner – Individual: Liam Gower, Recruitment Officer

Runner up – Individual: Mary Rogers, Lead Governance Co-ordinator, Acute and Emergency and Specialist Medicine

Winner – Team: Two Week Wait Booking Team, Oncology

Runner up – Team: Acute Medical Unit, Tunbridge Wells Hospital

Excellence

Winner – Individual: Val Gallagher, Head and Neck Matron (now retired)

Runner up – Individual: Dr Deborah Allen, Consultant Radiologist

Winner – Team: Catering Team

Runner up – Team: Infant Feeding Team

KM Hospital Hero Award

Winner: Joint winners – Jenny Endean and Maxine Libby, Paediatric Diabetes Team, Maidstone Hospital

Winner: Carol Smallman, Paediatric Respiratory and Allergy Nurse Specialist, Tunbridge Wells Hospital

Special Recognition Award

Winner: Dr Emma Townsend

Chairman's Award

Winner: Joint winners – Cytology and Ward 22

Volunteer of the year

Runner Up: Gill Waite, Purchase Ledger Clerk, Financial Services

Winner: Kay Southard, Crowborough Birthing Centre

Team of the Year

Winner: Urology Team, Maidstone Hospital

Runner Up: Oncology Admin Team

Employee of the Year

Winner: Sue Chapman, CSW Discharge Lounge, Maidstone

Runner Up: Pamela Bridger, Senior Nurse, Practice Development Professional Standards Team





Fundraising



Our charity supporters really do make a difference to our hospitals and we are grateful for every donation.

Thanks to our donors' generosity the charity enhances the experience for patients of all ages. Please do get in touch if you would like to fundraise and be part of our growing charity community. We'd also love to know if you have any events planned.

Here you can read some of our inspirational fundraising stories...

Laura Kennedy,
Fundraising Manager



Steve battles Mother Nature for London Marathon

Our charity will be proudly represented at one of the the biggest global fundraising events in 2020.

The line-up for the Virgin Money London Marathon in April will include Steve Crouch, Systems and Catalogue Manager at MTW.

Steve, who has set himself a target of raising £2,500, is running as a way of giving back to the NHS after he received specialist hospital surgery to correct a squint in his right eye when he was seven years old.

He said: "My family, friends and I have been lucky enough to benefit from the NHS and its varied services over many years. Running 26.2 miles is a great way for me to give something back to this amazing organisation."

Steve has been busy training and battling Mother Nature, including driving rain and wind at various races!

Donations can be made via <https://uk.virginmoneygiving.com/StephenCrouch>



Supermarket donation rings up improvements

Patients, staff and visitors at Maidstone Hospital are now enjoying a more comfortable dining experience after the Morrisons Foundation made a generous donation to improve the hospital's main restaurant.

The Foundation, which is part of the national supermarket chain, donated £12,800 to purchase new brightly coloured tables and chairs for Café @ Plus One.

Family's touching tribute

Many families already generously support our Neonatal Unit at Tunbridge Wells Hospital which offers intensive care, high dependence and special care for preterm and sick newborn babies.

One family, who received care and support from the Unit, has raised over £1,400 for the unit despite experiencing the tragic loss of Thomas, their grandson, son and nephew, at just six weeks old.

The O'Shea family raised funds in memory of Thomas who was born with congenital hyperinsulinism (CHI) which results in high levels of insulin being produced, which in turn can affect all areas of the body.

Despite the loss of Thomas the family are continuing their fundraising for the Neonatal Unit in 2020 with events including a half marathon and rugby match. Funds will be shared between the Unit and Great Ormond Street Hospital (GOSH) which also cared for Thomas.

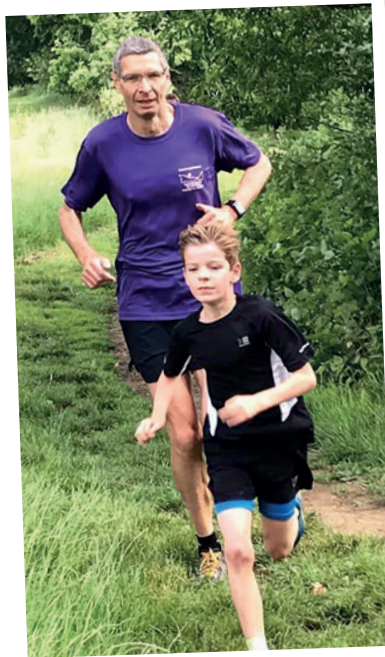


New deliveries for Maidstone Birth Centre

Maidstone Birth Centre, which has welcomed more than 3,000 babies since it opened in 2011, is now even more inviting for new mums thanks to Bovis Homes.

The housebuilder donated £1,000 to buy new sofas, birthing balls and toys.

Bob's Beachy Head challenge



Bob Cook, Head of Strategy and System Integration at MTW, raised £700 after he ran the gruelling Beachy Head Marathon.

The Marathon is one of the biggest off-road marathons in the UK. It includes running 26.2 miles; overcoming 300 steps, 14 gates, whilst climbing the height of over 300 double decker buses stacked on top of each other!

Dentist's 10 miler for Haematology

Sheffield dentist, Chetan Mistry, raised an incredible £1,360 by running the Yorkshire 10 miler.

Chetan raised funds to thank the Trust's Haematology Team for the care and support they provided to his aunt.

Get involved with the charity

There are many ways you can support our charity.

- **Shopping via Amazon Smile** - Choose the Fund as your preferred charity and 0.5% of what you spend will be donated to us.
- **Are you a member of a club?** Why not nominate us as the club's charity of the year or invite us to give a talk to the group?
- **Use your hobby to fundraise for us.**
- **Leave a gift in your will.**

For more information contact Laura Kennedy, Fundraising Manager, on 01622 26428 or email mtw.fundraising@nhs.net

Feature

Making children feel at ease on our wards

Hospitals can be a scary place for babies and children.

The fear of the unknown, needles, assessments, surgery and large pieces of machinery can be extremely daunting.

To help create a more positive experience, our team of qualified Health Care Play Specialists help children aged 0 to 16 explore any worries and concerns they may have about their illness, hospital admission, treatment and procedures by providing them with individual therapeutic play sessions.

Children are referred by consultants, specialised nurses or ward staff to the Play Team which works Monday to Friday from 8am to 5pm at Maidstone Hospital's Riverbank Ward, as well as Woodlands Ward and Hedgehog Ward at Tunbridge Wells Hospital.

Vicki Belton, who has worked as a Health Care Play Specialist for the Trust for 16 years, said: "Play helps children to feel less anxious and helps to restore a child's sense of control in an otherwise clinical environment.

"Once a child has been referred to the Play Team we will carry out an assessment and identify their play needs. For some children a programme might be provided which allows them to reach targets and goals as part of their coping mechanism.

"We use equipment such as specialist dolls, books and a variety of other age-related resources as well as distraction techniques which help the patient focus on something other than the procedure itself. This could involve using bubbles, puppets, DVDs, music, or controlled breathing all of which help the child feel relaxed and secure when undergoing things like blood tests, cannulas being inserted or removed, CT scans, dressing changes or even being in the anaesthetic room.

"Post procedural play is also used to help a child develop ways of coping with any future treatments and procedures."

It's not just the child patient the Play Team supports. They help alleviate the parents' worries of explaining complicated illnesses to their child and



help siblings work through their feelings so they can make sense of the changed family circumstances and environment. Siblings are also encouraged to play in hospital with the ill child or to have their own time in the playroom.

The Play Team also helps lift children's spirits by holding parties at Christmas and arranging visitors to the wards. Guests in recent years include Marli the Magician, Disney Princesses, and Father Christmas as well as some furry critters.

Sadly it's not all fun and games. When a child is dying the Play Team work with the child and their sibling/s to create memory boxes, hand and foot prints, and encourage them to use art, messy play, puppetry and storytelling to express their fears and emotions relating to the end of treatment or life.

Jackie Tyler, Lead Matron for Paediatrics, said: "The Health Care Play Specialists quietly go about their work and many people may not even know their role exist unless they require their services, but they really are a vital part of what we do in children's services."



Laparotomy Team named within top UK teams



Our Emergency Laparotomy Team continues to go from strength-to-strength after it was named, once again, as one of the top performing teams in the UK.

The latest results in the National Emergency Laparotomy Audit (NELA) report for the first quarter in 2019, highlight the incredible work the team has been carrying out, placing MTW within the top 20 for performance out of 128 Trusts across the UK.

Within the top 20, the figures also show that the team was one of only two Trusts to carry out over 60 laparotomies complying with National Targets for Best Practice within this quarter, with many other organisations carrying out less than 10 of the procedures.

An emergency laparotomy is a surgical operation that is used for people with severe abdominal pain to find the cause of the problem and in many cases to treat it. It might be carried out for several reasons including bowel obstruction, bowel perforation, and bleeding in the abdominal cavity – conditions which could be life-threatening if left untreated.

It takes the whole multidisciplinary team—from the Trust's Emergency Department (ED) and ward doctors, nurses and allied health professionals to its theatre and critical care staff, to ensure patients have every chance to get back to their normal lives.

Almost 30,000 laparotomies are performed across England and Wales each year, with many of these patients at high risk of death or serious complications, all warranting highly skilled teams such as those experts working at MTW. It is the fifth year in a row that the team has been recognised as one of the top performing teams in NELA's annual reports.

Caring for our planet as well as our patients

Café @ Plus One at Maidstone Hospital and Café @ Minus One at Tunbridge Wells Hospital have brought in innovative 'greener' products to help cater for staff, patients and visitors.

To reduce plastic waste we have replaced plastic sauce sachets with bottled products, introduced wooden drink stirrers and put fresh milk in jugs.

We have also switched plastic straws to renewable biodegradable versions made from corn, and all takeaway containers are now also fully biodegradable. Even the cutlery is made from fully compostable plant-based bio-plastics.

Both restaurants have also introduced unbleached and untreated paper napkins and 100% biodegradable hot and cold drinks cups.



Case Study

Giving birth at our birth centres

Choosing where to have your baby can be a daunting experience. But if your pregnancy is straightforward then giving birth at the Trust's Maidstone Birth Centre or Crowborough Birthing Centre could be for you.

First time mum Penny Shorricks spoke to Patient First about why she chose to have her son Jenson at Maidstone Birth Centre.

When Penny Shorricks found out she was expecting her first baby with husband Mark she already knew where she wanted to give birth.

"My friend had a water birth with her second child at Maidstone Birth Centre and she just kept raving on about how amazing it was. So I knew it was the place I wanted to have my baby," she said.

Maidstone Birth Centre is a beautifully designed and comfortable environment staffed by senior midwives, where women can give birth and learn how to care for their babies in a relaxed, homely environment.

It has two spacious birthing rooms with large pools, comfortable home-like furnishings and equipment to help you in labour such as birth balls and birth stalls. There are also four postnatal bedrooms which have double beds so partners can stay, plus a kitchen diner where you can help yourself to drinks and snacks whenever you want.

Open 24 hours a day, seven days a week, women and their birth partner interested in using the birth centre are invited to attend an information evening and tour between 22 and 34 weeks of pregnancy.

Penny, 32, from Maidstone said: "We went on the tour when I was 34 weeks pregnant and the feeling I had when I walked in was one of calmness.

"I also liked the fact my husband could stay with me in our own room once the baby had been born."

At 1.30am on Thursday 22 November 2018 Penny went into labour. After speaking to the on duty midwife on the phone she was asked to make her way to the centre.



Shortly after arriving Penny and Mark were taken to one of the private delivery rooms where the pool was filled ready for Penny to give birth in.

By 6.24am baby Jenson was born.

Penny said: "Once Jenson was born it was very calm. I know the midwives help to bring babies into the world every day but they made me feel special and really looked after me."

As soon as they were ready Penny, Mark and Jenson were taken to one of the bedrooms where they stayed until they were discharged at about 4pm the following day. During their stay they made use of all the onsite facilities. The midwives also helped Penny to establish breastfeeding.

"Our whole experience from start to finish was amazing," said Penny.

"I would certainly recommend it to other mums. I was very lucky to be able to give birth there."

Did you know?

As of January 2020 the Trust will be running a new maternity care programme at Crowborough Birthing Centre called Continuity of Carer as part of a National Maternity Review to improve care.

It means women will be cared for by a known midwife throughout all three stages of pregnancy and birth including antenatal, intrapartum and postnatal.

The Trust hopes to roll out the Maternity Transformation Programme to Maidstone Birth Centre and Tunbridge Wells Hospital in the near future.

Safe and Well home visits get a 10 from Len!

Former Strictly Come Dancing head judge, Len Goodman, has teamed up with Kent Fire and Rescue Service (KFRS) to spread the word about free Safe and Well home visits. As a Kent resident, he booked a home visit for himself, and now he's encouraging others to book too.

"The Safe and Well home visit service with Kent Fire and Rescue Service (KFRS) is a no brainer; it's fantastic! It costs nothing, and what's better than knowing you are safe in your own home? I encourage everyone to get on the phone and book a visit today," says Len.

What happens during a Safe and Well visit?

A home safety officer will visit your home at a time that's convenient to you and carry out some simple checks around your home, such as testing smoke alarms and making sure they're in the best place. They can install new ones if they're needed and provide batteries too; all free of charge. If you have hearing or eyesight challenges KFRS has special smoke alarms that flash and vibrate that can also be provided for free.

During the visit, which takes around 45 minutes, the officer can also identify any potential fire risks or anything that could increase the chance of slips, trips and falls, and provide advice about how to enhance safety in your home. They'll also chat to you about escape routes in the event of a fire.



Who can have a free Safe and Well Visit?

- Those who have a long term health condition
- People over 70 years old
- Families with young children
- Expectant parents
- Smokers

How to book

Call KFR's Home Safety Team on 0800 923 7000 and quote 'Hospital One', or book online by searching KFRS Safe and Well.

Rainbow proud

A new rainbow Pride pedestrian crossing has been installed at Maidstone Hospital to raise awareness of LGBT+ issues and show that the Trust is an open, inclusive and non-judgemental environment to its patients, staff and visitors.

You may have also seen some of our staff wearing NHS rainbow badges.

The visual aid acts as a reminder to LGBT+ people that they can talk to our staff about who they are, be open about their identity and how they feel and that our staff will do their best to get support for them if it's needed.

Mick Stupples, Co-Chair of Maidstone and Tunbridge Wells NHS Trust's LGBT+ Network, said: "While we've come a long way as a society in recent years to be more inclusive, there's still more we can do to show LGBT+ staff, patients and their families that they are welcome."



Feature



OUR VOLUNTEERS

We have more than 350 wonderful volunteers who give their time to our patients, visitors and staff.

Some volunteers are clearly visible and others blend into the background unseen, but all bring with them a wealth of life experience, care, dedication love and a warm smile!

In this edition of Patient First, we're shining a spotlight on volunteer Kay Southard, 77, from Crowborough, East Sussex.

Where do you volunteer?

I volunteer at Crowborough Birthing Centre which is based at Crowborough War Memorial Hospital.

Tell us more about the volunteer role...

There are lots of things to do. I help serve refreshments to patients and their partners in their rooms, or in the dining room area. After they've had their baby mums enjoy tea and toast and I help them to their rooms. I order the laundry, make up the beds and help the housekeeper with her jobs. I help prepare lunch and supper trays.

In addition I offer breastfeeding support because, as a former registered Midwife, it's something I've been helping mums with for over 60 years! I have done all the training with Unicef so I am up to date and I enjoy supporting the mothers. I also put stock away and keep the unit tidy. I look after projects such as knitted clothes for babies, raffles for the unit and run the tombola for the hospital fete.

How often do you volunteer?

I'm at the birthing centre from 8am to 1pm or 2pm five days a week – usually Monday to Friday. Basically I'm there as and whenever they need me.

How long have you been volunteering here?

I started volunteering for the birthing centre when I retired five years ago. The first two years the birthing centre was managed by East Sussex Healthcare NHS Trust. But since 2016 the centre and all associated community midwifery care in the High Weald area of North East Sussex has been

managed by Maidstone and Tunbridge Wells NHS Trust.

What did you do before?

Crowborough Birthing Centre isn't new to me. I was a Community Midwife covering the Crowborough and Forest Row area from 1986 up until I retired five years ago. I have been a Midwife since 1965 and retired in 2014. I trained in London and have worked in Buckinghamshire then came to Crowborough in 1986. I have always worked so when I retired I thought 'I've got to do something, I can't sit at home and do nothing'. As a former midwife volunteering at the birthing centre seemed like the right place. Now I see a lot of the children I helped to deliver into this world. They are now coming to the birthing centre to have their own children which is just lovely!

What advice would you give to anyone considering volunteer work?

Volunteering really is a worthwhile thing to do. I have a lot of time on my hands and it makes me feel that I still have a purpose. Most of all I thoroughly enjoy it. I still keep in touch with old colleagues and enjoy sharing memories.

To find out how you can become a volunteer at Maidstone and Tunbridge Wells hospitals:



01622 224719



mtw-tr.volunteers@nhs.net

Help us, help you

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

Self Care

NHS: Medical advice 24/7

Call 111 if you have an urgent medical problem and you are not sure what to do, or visit www.nhs.uk/111

Emotional support

Mental Health Matters confidential helpline
0800 107 0160

Stop Smoking Service

For free NHS support contact
0300 123 1220
www.oneyoukent.org.uk

GP And Dentist Out Of Hours

Call 111 if you need a GP or Dentist during the evening or at the weekend.

Pharmacy

Late night and Sunday Pharmacies

Maidstone

Link Pharmacy, 88a King Street, ME14 18H
01622 752990

Mon - Fri 6am - 11pm and Sat 6am - 9pm

Morrisons Pharmacy, Sutton Road, ME15 9NN
01622 661750

Mon - Fri 8.30am - 8pm, Sat 8.30am - 7pm
and Sun 10am - 4pm

Tesco Pharmacy, Lunsford Park, ME20 6RJ
01622 701449

Mon - Sat 8am - 8pm
and Sun 10am - 4pm

MediPharmacy, 13A Tonbridge Road, ME16 8RL
01622 750785

Mon - Fri 7am - 11pm, Sat 8am - 9pm
and Sun 10am - 5pm

Sevenoaks

LloydsPharmacy, Otford Road, TN14 5EG
01732 457017

Mon - Fri 6.30am - 10.30pm, Sat 6.30am - 9.30pm
and Sun 10am - 4pm

Tonbridge and Tunbridge Wells

Boots, Calverley Road, TW1 2TE
01892 526486

Mon - Sat 8am - 7pm and Sun 10.30am - 4.30pm

East Street Pharmacy, 47 East Street, TN9 1LA
01732 770055

Mon - Sat 7am - 10pm and Sun 10am - 8pm

LloydsPharmacy, Linden Park Road, TN2 5QL
01892 517736

Mon - Fri 7am - 11pm, Sat 7am - 10pm and
Sun 10am - 4pm

Minor Injuries Units

Edenbridge Hospital, Mill Hill, TN8 5DA

01732 862137

Mon - Sun 8.30am - 6.30pm (closed Christmas Day)

X-ray available Wed and Fri 9.15am - 5pm

Sevenoaks Hospital, Hospital Road, TN13 3PG

01732 470200

Mon - Sun 8am - 8pm

X-ray available Mon - Fri 9am - 5pm (closed Bank Holidays)

Crowborough War Memorial Hospital

Southview Road, TN6 1HB

01892 603602

Mon - Sun 8am - 8pm (closed Christmas Day)

Visit www.nhs.uk for GP Practices offering a minor injuries service.

Emergency Care Centres And A&E

For critical or life-threatening emergencies call 999, or go to your nearest Accident and Emergency (A & E) which is open 24-hours a day.

Maidstone Hospital, Hermitage Lane, ME16 9QQ

01622 729000

Tunbridge Wells Hospital, Tonbridge Road, TN2 4QJ

01892 823535

Get The Right Care For Your Symptoms



Grazed knee
Sore throat
Coughs

Self Care



Headaches
Upset stomachs
Aches & pains

Pharmacy



Call 111 for
fast advice
& support

NHS 111



For symptoms that
don't seem to be
going away

GP Surgery



Urgent but not life
threatening
Sprains, Fractures
Minor burns

Urgent/Walk-in
Center

999

Unconsciousness
Severe breathing difficulty
Heavy bleeding

A&E
or 999



Not sure
what to do?

Go straight to

Call or go online



111.nhs.uk