

# PATIENT first

**NHS**

Maidstone and  
Tunbridge Wells  
NHS Trust

#Patientfirst

Summer / Autumn 2021

**P14**

## "There's no stopping her now"

Find out how Ponseti treatment is  
transforming the lives of children,  
like Matilda



**MTW** Exceptional people,  
outstanding care



# Welcome to Patient First!

With Covid-19 restrictions now lifted in England many of you will now be hoping to return to some sense of normality – seeing friends and family, going on holiday and doing all of the things that you have put on hold since 2020.

While that might be the case in the outside world, social distancing and safety measures will remain in place at MTW, in line with other healthcare settings, to help keep everyone safe from Covid-19 which is still prevalent in the community. You can find out more about what this means for patients and visitors on P3. While we understand the news may be frustrating we thank you for your patience and co-operation.

Leafing through the pages of this magazine you'll find it's a bumper edition packed full of great stories about what's going on across the Trust.

On P11 you can read about how a small camera swallowed by patients is helping to find signs of cancer as part of an innovative pilot we're involved with.

We speak to two parents about how Ponseti treatment for clubfoot has helped transform the lives of their children – P14 and P15.

And on P7 you can read about the exciting development at Tunbridge Wells Hospital to build new medical student accommodation and an academic teaching building, which will attract future generations of doctors and medical students to MTW.

Happy reading!

## The Patient First team

PS: Due to the pandemic this magazine is only available online.

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

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For general enquiries or advice, please contact the Trust's switchboard:

☎ **01622 729000** – Maidstone Hospital

☎ **01892 823535** – Tunbridge Wells Hospital

🌐 Or visit [www.mtw.nhs.uk](http://www.mtw.nhs.uk)



## Contents

- 7 Attracting future doctors**  
New medical student accommodation set to open at Tunbridge Wells Hospital in 2022.
- 10 National recognition**  
Work to improve patient care in west Kent is recognised four times by HSJ Awards.
- 11 Pillcam**  
Find out how a tiny camera swallowed by patients finds signs of cancer.
- 12 Meet the team**  
We shine a light on PALS and the role they play in supporting patients, relatives and visitors.
- 14/15 Case study**  
Two mums reveal how Ponseti treatment has benefitted their children.
- 18/19 Right care, right place, right time**  
Our new bed management system is bringing enormous benefits for both patients and staff.
- 20 State-of-the-art CT scanner unveiled**  
Old scanner replaced as part of a programme of work to refresh and modernise equipment.



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Tune in – Maidstone and Tunbridge Wells NHS Trust



Connect with us – Maidstone and Tunbridge Wells NHS Trust

# Let's keep protecting one another

Although Covid-19 restrictions in England have been lifted, social distancing measures still remain in place at our sites. This is to ensure the safety of patients, visitors and staff as the virus is still prevalent within the community.

These measures include:

- All visitors and patients wearing a hospital supplied disposable surgical face mask at all times – unless they are exempt or there is a clinical reason for them not to wear a mask.
- Social distancing where possible in all areas of the hospitals, including walking on the left handside in corridors.
- Taking the temperature of patients and visitors on arrival and asking about any possible symptoms.
- Carrying out video consultation appointments – where it is clinically appropriate.
- Continuing with green zones and pathways for non-Covid patients, and Covid-19 confirmed or suspected patients being treated in different areas.
- Keeping the number of people who can visit a patient to a minimum to help reduce footfall on site (please check our website for the most up to date information).
- Inpatients being swabbed on admission (day one), day three and again between days five and seven.

Our staff will also continue to wear disposable surgical face masks and wear Personal Protective Equipment (PPE) when treating patients with, or suspected of having Covid-19. Working from home will also be encouraged where possible to help reduce footfall at our sites.

We want to reassure patients attending our hospitals that they should continue to come for treatment unless they are told otherwise. It is very important in particular for patients undergoing treatment for cancer to continue to attend their appointments and we assure them it is safe to do so.

If you have an urgent medical problem and you're not sure what to do, please visit [111.nhs.uk](https://111.nhs.uk) or call 111. The service is available 24 hours a day, seven days a week and the call handlers will ensure you get the right treatment in the right place in a more timely way.

We will review our safety measures frequently so please check our website for the latest information.

**Thank you for your co-operation and understanding.**



## Help now available in Kent and Medway for long Covid

**People suffering with long Covid, also known as post-Covid syndrome, can now be referred to a post-Covid assessment service in Kent and Medway.**

MTW is working in partnership with West Kent Primary Care GP Federation to provide the service after it was contracted by NHS Kent and Medway Clinical Commissioning Group (CCG).

Symptoms can include fatigue, breathlessness, anxiety and depression, joint or muscle pain, chest pains, and not being able to focus or think straight.

People can be referred to the service by their GP or hospital team. Once referred, the service

will make contact with patients and a team of professionals will carry out an assessment and then offer appropriate support.

If you are receiving care for long Covid you can discuss with your care provider about being referred to the service.

For more information visit the Kent and Medway CCG website.

**[www.kentandmedwayccg.nhs.uk](https://www.kentandmedwayccg.nhs.uk)**



# Giving patients the best chance of surviving sepsis

**Sepsis trollies have been rolled out to Emergency Departments (ED) and inpatient wards across the Trust so clinicians have everything to hand to provide fast and effective treatment to patients to manage the life-threatening infection.**

Each trolley has six sections which contain everything needed to deliver the 'Sepsis Six' – a bundle of medical therapies and investigations developed by the UK Sepsis Trust and endorsed by NICE. When delivered within 60 minutes of sepsis being diagnosed the Sepsis Six significantly improves chances of survival and reduces the amount of time patients spend in hospital.

The trollies were introduced after Dr Janna Salam (Audit Lead), Dr Marianne Stoker, Dr Sophie Laughlin, Dr Kesha Alleyne-Skinner, Dr Ayesha Chaudhry and Dr Emma Chang undertook a sepsis audit focusing on the early management of sepsis in the EDs and Acute Medical Units at both Tunbridge Wells Hospital and Maidstone Hospital.

Having sepsis trollies available to medical and nursing staff on every ward ensures that any patient diagnosed with sepsis will receive the Sepsis Six within the 'Golden Hour' giving them the best chance of survival.

With 80 per cent of sepsis starting in the community it is important that we all know how to recognise the signs so medical help can be accessed early.

Sepsis can initially look like flu, gastroenteritis or a chest infection and symptoms can be different in adults and children.



**Seek medical help urgently if you (or another adult) develop any of the following:**

- Slurred speech or confusion
- Extreme shivering or muscle pain
- Passing no urine (in a day)
- Severe breathlessness
- It feels like you're going to die

**A child may have sepsis if he or she:**

- Is breathing very fast
- Has a 'fit' or convulsion
- Looks mottled, bluish, or pale
- Has a rash that does not fade when you press it
- Is very lethargic or difficult to wake
- Feels abnormally cold to touch

**A child under five may have sepsis if he or she:**

- Is not feeding
- Is vomiting repeatedly
- Has not passed urine for 12 hours

**If you spot any of the above signs in a child or adult, call 111 or see your GP and just ask "could it be sepsis?"**

# Upskilling nurses to deliver lifesaving cancer treatment

**Cancer patients are benefitting after an additional 13 nurses recently completed a specialised intensive training course to deliver chemotherapy.**

After undertaking the Systemic Anti-Cancer Therapy (SACT) course the nurses are also certified to deliver consultations to patients before and between cycles of chemotherapy to ensure they are fit to proceed with their treatment, enabling doctors to focus on other areas of care.

The course which was funded by MTW with two of the nurses funded by the Kent Cancer Alliance, included university classes at weekends as well as receiving training in-house alongside

experienced chemotherapy staff in the haematology and oncology units and the inpatient ward.

Charlotte Wadey, Director of Nursing and Quality Cancer Services and Lead Cancer Nurse for MTW, said: "We are always looking to invest in our staff and develop their skills to provide better outcomes for our patients alongside outstanding care.

"SACT is an extremely specialised area of treatment as it requires such an intense course of extra learning which few nurses have undertaken, so to be able to welcome onboard 13 new expertly trained staff is fantastic news for the Trust and our patients."



# Donation provides comfort to patients and their family

**Thanks to a kind donation by the Tonbridge Lions Club, patients and their family who have sadly suffered a miscarriage, now have access to a special bereavement room within the Emergency Gynaecological Ward at Tunbridge Wells Hospital.**

The room offers a quiet space and a comfortable environment to support patients at what is often a very difficult time.

Following a request from the Trust, the charity was able to donate £800 raised from their fundraising activities, to fund the purchase of two sofas and a coffee table for use within the room.

Karen Lansdowne, Matron for Gynaecology at Tunbridge Wells Hospital, said: "Thanks to the generosity of the Club, our patients and families in the Emergency Gynaecological Ward now have access to a comfortable and quiet private space at what is a very distressing time, and this has already made a real difference to bereaved families."

Keith Bourne, President, Tonbridge Lions Club, said: "We are delighted that the Tonbridge Lions Club has been able to support our local hospital and help provide a quiet sanctuary for patients in their hour of need."

"Fundraising is at the heart of our work and our members work hard to support both our local community and to benefit those less fortunate than themselves."



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## New chief nurse

**Meet Joanna Haworth – MTW's new chief nurse.**

Jo, who was previously Deputy Chief Nurse at King's College Hospital in London, took over from Chief Nurse Claire O'Brien, who retired in June after five years at MTW and more than 41 years working in the NHS.



She said: "I am incredibly proud and excited to be appointed as the new chief nurse. MTW has been one of the top performing trusts in the country throughout the pandemic and this is due to exceptional staff providing outstanding patient care. I'm looking forward to building on this success and working with staff who demonstrate wonderful team spirit and a real desire to deliver the very best care to every patient who walks through the door."

The chief nurse is responsible for the Trust's 3,000 nursing and midwifery staff, working alongside the medical director to lead on patient safety and quality, patient experience and clinical practice and professional standards.

## Bear with us

**We are in the process of implementing an electronic patient record system this summer.**

This planned upgrade will enable us to take a step closer to moving from paper based health records to digital ones.

It may take staff a little time to get used to the new system so you may experience some delays. Please do accept our apologies for any inconvenience this may cause.



## Pharmacy increases medicine production for cancer patients

**MTW recently upgraded the Pharmacy Aseptic Unit at Tunbridge Wells Hospital to meet the growing demand for injectable chemotherapy products used by cancer patients as part of their treatment plan.**

The demand for these products continues to increase at a rate of five per cent each year, in line with a growing population. The unit provides a sterile controlled environment for the preparation of specific injectable medicines such as chemotherapy, monoclonal antibodies which are used to treat some types of cancers and autoimmune conditions, and those used in clinical trials. As a result of the upgrade the unit has increased its production of injectable products by up to 70 per cent.

In the future, the unit could also be expanded to include other non-chemotherapy products such as injections available in a ready-to-administer form for patients on the hospital wards, to help improve safety and free up nursing time.



**“The Oncology Pharmacy team has worked tirelessly over the last year to bring this project to fruition.”**

Mildred Johnson, Clinical Director of Pharmacy and Medicines Optimisation at MTW, said: “The Oncology Pharmacy team has worked tirelessly over the last year to bring this project to fruition.

“It enables us to provide an even greater range of injectable products to support the treatment of more patients onsite within the Trust.

“The modern Aseptic Unit facilities also align with the response to calls for aseptic service transformation by Lord Carter and the National Aseptic Services Transformation Board.”

## Sara Stedy transfer aids

**Sara Stedy transfer aids, which help patients to stand from a seated position and vice versa, are now available on all acute medical, surgical and orthopaedic wards across the Trust.**

They were first introduced to MTW by the Occupational Therapy Team in 2018 for therapy assessment thanks to funding from the League of Friends. But the team recently ordered another 20 to ensure each ward had its own aid.

Having the equipment on the wards means patients can be safely transferred to and from their bed by trained members of staff, reducing fear and anxiety while they are being moved.



## Choose where to have your baby

**A new website called Bump, Birth and Beyond has been launched to help expectant parents living in Kent and Medway make informed choices about their maternity care.**

For the first time the site brings together information about local maternity services, including those run by MTW, to make it easier for those expecting to find out about antenatal care, postnatal care and options for giving birth.

For more information visit [www.kentandmedwaylms.nhs.uk](http://www.kentandmedwaylms.nhs.uk)

 **Bump, Birth  
& Beyond**

# Attracting future generations of doctors to MTW

**Work has begun on building accommodation for up to 145 medical students and trainee doctors, plus an academic teaching building at Tunbridge Wells Hospital.**

The six-storey high building will open its doors in September 2022 ready to welcome the first intake of Kent and Medway Medical School (KMMS) students so they can undertake their clinical placement with the Trust in years three, four and five of their degree.

KMMS opened its doors in September 2020 as part of the NHS Long Term Plan to increase the number of medical students trained in the UK in response to the shortage of medical staff and an over reliance on overseas recruitment. The school will provide the Trust with approximately 40 students in the first intake. Once fully established, it will place 120 additional medical students with MTW each year – a 315 per cent increase in the total number of students the Trust currently takes.

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**“We are looking forward to building work starting and welcoming the first intake of KMMS students next year.”**

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The students and junior doctors will be split between the Trusts’ two hospitals with slightly more based at Tunbridge Wells Hospital due to the wider range of specialities on that site.

Students need to live close to their clinical placement so they have direct access to a wide range of medical and surgical services to complete their studies. Living on site removes the need for students to travel by car to and from the hospital for their course activities as they can access the hospital by foot. A free staff bus service is also available should they need to travel to Maidstone Hospital.

Dr Peter Maskell, Medical Director at MTW, said: “We are looking forward to building work starting and welcoming the first intake of KMMS students next year.

“Providing high quality student accommodation and teaching space within the grounds of the hospital will help attract future generations of doctors and medical students to MTW as they can live, learn and work close to their clinical placement.

“By providing students with a good experience during their training it is hoped they will stay with the Trust once they have qualified. This will lead to an increase in the number of medical staff employed by MTW and provide an essential boost, not only to improving local health and care but also contributing towards the future resilience of the NHS.”

MTW has set out to achieve a Building Research Establishment Environmental Assessment Method (BREEAM) rating of ‘Excellent’. BREEAM is a voluntary green building sustainability rating system for assessing the environmental performance of buildings. If achieved, it will place the building within the top 10 per cent of new non-domestic buildings in the UK to receive the rating.

The ground floor of the building will house the academic space – a learning hub, private study, offices and toilets – as well as two six bedroom flats. Floors one to five will be entirely student accommodation made up of six, five or four bed flats, all of which will have a communal kitchen, dining and living area and an ensuite attached to each bedroom. In addition, eight wheelchair accessible flats will be provided – two on each floor – from the first to the fourth floors.

On the roof there will be solar panels plus a green roof on the south east wing of the building. The existing picnic area to the front of the building will be retained and enhanced with a new meadow grass terraced bank with seating and the existing woodland walk will be extended. A green wall, planting and raised beds will be installed on the north east of the site along with a hedgerow to separate the drop off area, and 74 bicycle spaces will also be provided on site.

Chris Holland, Dean of KMMS, said: “Providing an excellent placement experience is a crucial part of our shared vision to train and retain doctors in our region. This building will give students from KMMS, and students from other medical schools and health programmes, the facilities and accommodation they need to support their studies.”



# Fundraising

## Song by staff choir hits high note for charity

**Our staff choir hit a high note after releasing one of its songs as a charity single.**

The 14 members recorded their version of John Farnham's 'You're the Voice', and renamed it 'You've Been Great', to thank the community for supporting key workers during the pandemic.



Now, after getting approval from the record label, two co-publishers and a musician, the song is available to download with profits from each sale going to our

charity, which helps to support patients, carers and staff, after it joined forces with the choir to release the single.

SingingNation, which runs weekly singing sessions in partnership with MTW, supported the choir with the song which was adapted by choir member Sarah Oakley.

Rachael Vass, one of the choir's co-ordinators who led on the song, said: "We could never have imagined that our choir's song would be made available for download. We really hope the public gets behind us by downloading it so we can raise as much money as possible for the Trust's charity."

"As well as celebrating the public's support for the NHS during the pandemic, the song also encompasses us as a choir – NHS staff who enjoy singing, joining together and supporting each other through difficult times."

The song is available to download for 79p (although the price may vary depending on the platform the song is downloaded from) on the following platforms by searching for 'Maidstone and Tunbridge Wells NHS': Spotify, Apple Music, iTunes, Instagram/Facebook, TikTok/Resso, YouTube Music, Amazon, Soundtrack by Twitch, Deezer, Tidal, iHeartRadio, ClaroMusica, Saavn, Boomplay (beta), Anghami, KKBox, NetEase, Tencent, Triller (beta) and MediaNet.

**"As well as celebrating the public's support for the NHS during the pandemic, the song also encompasses us as a choir – NHS staff who enjoy singing, joining together and supporting each other through difficult times."**

## Cardiac Cath Lab headsets

**Donations from the cardiology fund have purchased 10 wireless headsets for Maidstone Hospital's Cardiac Cath Lab which performs a variety of procedures, including pacemaker implants.**

The Cath Lab includes a control room where a cardiac physiologist operates equipment behind a lead screen. The headsets allow the team, including operator, nurses and radiographers, to communicate effectively with one another throughout a procedure.



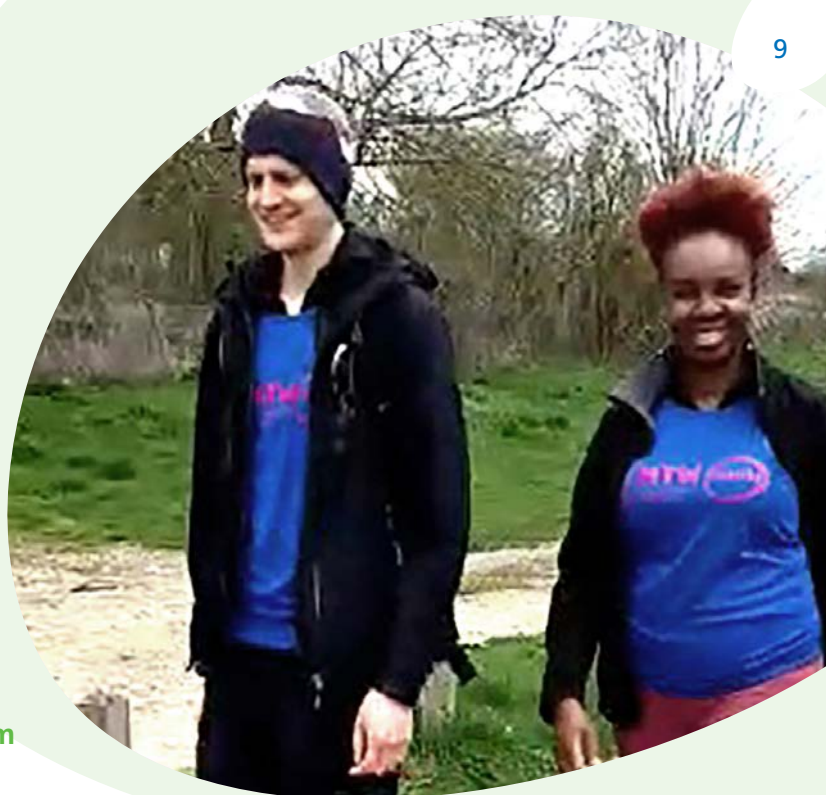
## Finance team takes gold

**MTW's Finance Division has taken the top spot as our largest Go The Distance team after 14 staff members took on the challenge and completed a whopping 528km.**

The team took on a series of socially distanced separate challenges, including a half marathon walk along the River Medway to complete their distance.

Violet Whiting, Finance Analyst, led the team which included Graham Tucker, Finance Manager; Sue Osborne, Technical Team Leader, and Hannah Ferris, Deputy Director of Finance – Performance.

You can still show your appreciation for the team via [www.justgiving.com/fundraising/mtwfinanceteam](http://www.justgiving.com/fundraising/mtwfinanceteam)



## Katie's 10km challenge

**Katie Podolsky from the Trust's Microbiology Team raised over £475 by running 10km around the Maidstone area, which included Stockbury and Lower Hartlip.**

After pushing through with shin splints and training in bad weather, Katie is super happy to have completed her challenge!

You can still donate via: [www.justgiving.com/fundraising/Katie-Podolsky](http://www.justgiving.com/fundraising/Katie-Podolsky)



## Get involved with the charity

**There is a way for everyone to support the charity.**

Whether it's a one off text donation, taking part in an event, setting up a monthly donation, or nominating us as your group or association's charity of the year, we value everyone's contribution.

- Shop via Amazon 'Smile' – choose us as your preferred charity and your shopping will generate donations at no cost to you!
- Donate to our 2021 online campaign to thank staff for all their hard work: [www.justgiving.com/campaign/teamMTW](http://www.justgiving.com/campaign/teamMTW)
- Get active and embark on a new fitness challenge. 'Go The Distance' your way whether you're walking, swimming, running or climbing!

**Don't forget to follow us on social media @mtwcharity**



## Work to improve patient care in west Kent recognised

The work of the West Kent Integrated Care Partnership (WKICP), which MTW are partners of, has been recognised not once, but four times in the HSJ Value Awards 2021.



Working collaboratively with the other health and social care organisations that form the WKICP, which is supported by the Joint Programme Office (JPMO) team, the WKICP has been shortlisted as finalists in the following four categories:

- Diabetes Care Initiative of the Year
- System or Commissioner Led Service Redesign Initiative
- Acute Service Redesign Initiative
- Urgent Emergency Care Initiative of the Year

Winners will be announced at a ceremony at Manchester Central in September.

To read the full story visit the news section on our website [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

## Help us celebrate

**Tunbridge Wells Hospital celebrates its 10th anniversary on Tuesday 21 September 2021 and we want you to get involved with the celebrations.**

We're asking patients who were there on the first day the hospital opened its doors to get in touch and share their memories with us.

Perhaps you were the first baby born at the hospital or the first person to undergo an operation in the theatres there?

Whatever your story, we'd love to hear from you.

Email [mtw-tr.communications@nhs.net](mailto:mtw-tr.communications@nhs.net) and tell us how our amazing staff helped you.



## Join our Trust Board meetings



The Trust Board meets each month (apart from in August) – usually on the last Thursday of the month.

These meetings are legally open to the public to attend. However, as a result of the impact of Covid-19, they have, since March 2020, been livestreamed via the Trust's YouTube channel for the public to observe.

Below are the dates for the meetings:

- Thursday 23 September 2021 - 9.45am to circa 1pm
- Thursday 28 October 2021 - 9.45am to circa 1pm
- Thursday 25 November 2021 - 9.45am to circa 1pm
- Wednesday 22 December 2021 - 9.45am to circa 1pm

Details about how to view the livestream can be found on our website [www.mtw.nhs.uk](http://www.mtw.nhs.uk) and via MTW's social media platforms.

## Meet Tilley

The time it takes to input, pick and dispense medication has been greatly reduced thanks to a new dispensing robot which has been installed in the main Pharmacy at Maidstone Hospital.



As well as dispensing medicines at twice the speed of the previous robot, and being able to pick multiple packs at once, the new robot also reads 2D bar codes which allows it to issue the packs in the correct expiry date order. Previously staff had to manually check the expiry dates and put them back into the machine in the correct date order.

The robot has been named 'Tilley' in memory of Jacque Tilley, a much-loved member of the Pharmacy team who sadly passed away in April this year.

**The new robot also reads 2D bar codes which allows it to issue the packs in the correct expiry date order.**

## Talking clearly

New clear face masks are now being used across the Trust by our Speech and Language Therapy team.

It means patients who have communication difficulties or specific needs in the region of the mouth can now see our staff talking to them thanks to the specially designed masks.

Speech and Language Therapists Ellie Wilkinson and Sarah Bailey can be seen proudly modelling the masks.



# Patients swallow tiny camera to check for cancer

**MTW is the only organisation across Kent and Medway taking part in an innovative new pilot where patients swallow a tiny camera to check for signs of cancer, providing a diagnosis within hours.**

Patients with symptoms of potential bowel cancer are referred by their GP for treatment with the imaging technology, known as a colon capsule endoscopy, which is completely painless and comes in the form of a capsule no bigger than a standard vitamin tablet.

After swallowing, the camera takes two images per second as it travels through the patient's system over the course of five to eight hours. High resolution images are then downloaded via the data recorder strapped to the patient's waist so clinical staff can analyse them for signs of cancer and other conditions such as Crohn's disease.

Traditional endoscopies take place in a hospital using an endoscope – a long, thin flexible tube which has a light and camera at one end. These can be put into the body through the mouth or bottom. This new technology means that people spend a very short time in hospital, swallow a capsule and can then go about their normal day, carrying out everyday tasks such as going to work and driving.

Dr Laurence Maiden, Chief of Medicine and Emergency Care for MTW, said: "We are always looking for new innovations to enhance the patient experience and ensure we are constantly developing and evolving the outstanding care our teams deliver.



**"These cutting-edge cameras are small but they will make a huge difference for patients."**

"The colon capsule comes with remarkable benefits to the patient, such as reducing their time spent in hospital and giving them more freedom to carry on with their normal day."

Dr Henry Taylor, Chief of Cancer Services at MTW, added: "During the Covid-19 pandemic we were proud to continue all our cancer treatments as normal and as we continue to prioritise cancer care, this latest innovation will ensure people can get the checks they need and conveniently.

"These cutting-edge cameras are small but they will make a huge difference for patients and as always we encourage everyone who has any symptoms of cancer to help us to help you and not delay treatment – we are ready and here to help you."

MTW provides cancer services to around 1.8 million people across Kent, Medway and East Sussex.

## Flowery makeover

**A blank wall which inpatients look out on to while undergoing radioactive iodine therapy for thyroid cancer and neuroendocrine cancer, has been transformed thanks to local artist Luiza Jordan.**

The area outside the window of the radioactive iodine treatment room at Maidstone Hospital was looking tired and overgrown. Now it's a canvas for a bespoke abstract mural of a wild flower meadow and is helping to create a calm and positive atmosphere for our patients during their stay with us.

Luiza was commissioned to create the artwork after Luisa Roldao Pereira, Advanced Practitioner Nuclear Medicine Physics, organised the funding for it following a patient and public involvement project which asked patients to share their ideas about how the space could be improved.

On the opposite side of the wall, a similar mural has been painted for passers-by to enjoy. It has been designed to blend in with the courtyard's theme of being an environmentally, sustainable area which attracts wildlife.



# Meet the team

MTW provides healthcare services to around 560,000 people living in the south of west Kent and the north of east Sussex and, alongside our frontline staff, there are many other exceptional people helping to ensure our patients receive outstanding care.

This feature shines a light on our Patient Advice and Liaison Service (PALS) team who play a key role in supporting our patients, relatives and visitors.



## Tell us more about PALS

PALS offer support and provide information and assistance to patients, relatives and visitors. They can call or email the PALS team with any queries or concerns they have about MTW's services. Previously the team also offered a walk-in service but this has been temporarily suspended due to the Covid-19 pandemic.

## What sort of work does the team do?

There is a team of five staff working in the PALS team based at both Maidstone Hospital and Tunbridge Wells Hospital. They provide information about Trust services and help answer any questions an individual may have. They also help resolve any concerns about the services provided at our hospitals, record and pass on comments and compliments and signpost to our formal complaints process.

From 1 April 2020 to 31 March 2021 the PALS team dealt with over 4,700 queries from patients and visitors – a lower number than normal due to the Covid-19 pandemic and the restrictions in place.

## How does this service benefit patients?

It helps to keep patients safe and contributes to improving patient experience and services.

It can sometimes be daunting for patients to raise issues about their care with the people directly looking after them, so PALS provides an opportunity to talk through what is happening or what is worrying them and the team work to achieve the best outcome for the patient.

Unfortunately, it's not always possible to deliver the outcome the individual would like but the team always strive to be honest and set realistic expectations about what can be achieved.

## What's the best thing about working in the PALS team?

No two days are the same for the team, and with a busy workload the days fly by! The team work with staff across the Trust and get a great deal of satisfaction when they are able to resolve issues for patients and relatives and achieve the outcome they are looking for.

## How to contact PALS



01622 226404



mtw-tr.complaints@nhs.net – to make a complaint



mtw-tr.thankyou@nhs.net – to send a message of thanks



# Neonatal unit receives Stage 2 accreditation from Unicef UK's Baby Friendly Initiative

**The level of care provided to sick and premature babies and their families has been taken to the next level by Tunbridge Wells Hospital's Neonatal Unit after it received Stage 2 Accreditation from Unicef UK's Baby Friendly Initiative (BFI).**

In order to achieve the accreditation staff members had to undergo a rigorous assessment, which was sponsored by Kent County Council, to measure their level of knowledge and skills against three specific neonatal standards which aim to:

- Support parents to develop close and loving relationships with their babies
- Value breast milk and breastfeeding as crucial for growth and development, and
- Involve parents as equal partners in providing care and decision making

To meet standard one, families are encouraged to be part of all aspects of their baby's journey to help minimise the impact of separation which can affect the development of a preterm baby's brain. Skin-to-skin-care, known as Kangaroo Care, is also promoted as it helps the baby's brain to develop and for them to grow and put on weight. Parents are also taught how to read their babies cues so they can understand what they need.

**Staff achieved 95 per cent and above across the areas assessed thus passing all three standards required in order to achieve Stage 2 accreditation.**

Standard two involves teaching mums how to provide breastmilk for their babies while they are on the unit, either by using a breast pump to express their milk or transitioning to breastfeeding once their baby is able to feed for themselves.

In order to meet standard three the unit introduced a reclining chair, with more expected soon, which parents can use for feeding or Kangaroo Care. Lateral flow testing was introduced twice a week for parents and visiting guidelines were reviewed on a regular basis to ensure families could continue to visit their baby during the pandemic. The unit also introduced a policy for parents to wear earphones while staff talk to other parents about their baby's care so they can stay with their child at all times.

Thanks to everyone's efforts the staff achieved 95 per cent and above across the areas assessed thus passing all three standards required in order to achieve Stage 2 accreditation.

Neonatal Sisters Emily Duffin and Liz Day, Neonatal Nursery Nurse Gemma Davis and Clinical Nurse Educator Vicky Lander led on implementing the standards.

Emily said: "The unique environment of the unit presents many challenges for families when it comes to infant feeding and developing the crucial early relationships between parents and their child.

"Achieving Level 2 accreditation demonstrates to families that neonatal healthcare professionals on the unit, such as myself and my colleagues, are able to support parents to achieve these while also ensuring the unit builds upon the great work already accomplished in putting babies and their families at the heart of care."

The unit, which achieved BFI Level 1 accreditation in November 2018, is now working towards the BFI Stage 3 assessment which is set to take place in Summer 2022.



## Case study

Meet Matilda and Blakely – two remarkable children who are living normal lives after receiving Ponseti treatment for clubfoot at Maidstone Hospital.

Matilda's mum, Carly Priestley, and Blakely's mum, Gurmit Meades, spoke to Patient First about their children's journey and the amazing care they have received from the team of specialists here at MTW.

Clubfoot, also known as talipes, is a condition where a baby is born with a foot, or feet, that turn in and under. It is the most common musculoskeletal birth deformity, and affects one in every 1,000 babies born in the UK.

Treatment for clubfoot starts within two weeks of a baby being born and uses the Ponseti method – a non-surgical treatment that includes gentle manipulation of the feet followed by the application of plaster casts and temporary bracing.

The plaster effectively stops the legs from moving and allows the baby's muscles to relax and stretch in a lengthened position. Once the baby's legs are in a corrected position, the feet are placed in a special boots and bar device for 23 hours a day for three months, then at night-time and nap-time until five years of age.

The Ponseti method is almost 100 per cent effective when properly applied by a trained health care provider and is considered the 'gold standard' treatment, leading to a normal and productive life for the child.

Carly Priestley was pregnant with Matilda when she found out her left foot was a clubfoot. At just two weeks old in 2017, Matilda, from Edenbridge, started Ponseti treatment at Tunbridge Wells Hospital.

Carly said: "Matilda's treatment plan started with casting, followed by a tenotomy (tendon release) at 12 weeks of age to release the Achilles tendon, followed by custom made splints and raised shoes to aid her mobility."

Due to the complex nature of her foot deformity Matilda was unable to follow the exact Ponseti boots and bar regime. Known as a clubfoot brace this technique keeps the clubfoot (or feet) in the corrected position and ensures it doesn't twist back.



The treatment continued with further surgery in 2019 to lengthen the tendons in Matilda's leg and release her heel, followed by six weeks of being in a cast, to assist a flat position of the foot. The casting process then continued every month to change and improve the position of Matilda's foot.

"Although it has been a very long journey to get Matilda's foot to where it is today and there will still be more surgery in the future, none of Matilda's problems have ever impacted her zest for life," Carly said.

"She was crawling around at seven months, walking by 13 months and climbing out of her cot at 16 months! It literally has never held her back and there is no stopping her now!

"We have a great relationship with the Ponseti team at MTW; they are all always so helpful and supportive. They've been involved with Matilda since she was two weeks old so all know her well. This is a real help as now Matilda recognises them and as she gets older she has a greater understanding of what's happening, so seeing the same team makes it easier to explain treatment plans to her."

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**"She was crawling around at seven months, walking by 13 months and climbing out of her cot at 16 months!"**

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Carly added: "For other families about to start treatment, I would say take each cast one at a time, you still get to enjoy the newborn stages but just may have to find different ways of doing things. It will all be worth it and, as we have found, it has made Matilda more confident and strong willed."

Another young patient who underwent Ponseti treatment at Maidstone Hospital is Blakely Meades from Maidstone. Diagnosed with clubfoot as a newborn baby he has undergone five years of treatment using the boots and bar technique.

**“Blakely started walking before his first birthday, and he’s now out of boots. He can ride a bike and his great passion in life is football!”**

Mum Gurmit said: “The journey hasn’t been easy as you expect your baby to be born perfect in every way and initially it was difficult to picture the end of the treatment.

“Throughout Blakely’s journey, the team at Maidstone Hospital have provided a lot of reassurance about the treatment plan and we are very thankful for the fantastic support they have given us over the last five years – it really helped us get through it as a family.

“Blakely started walking before his first birthday, and he’s now out of boots. He can ride a bike and his great passion in life is football!

“The treatment seems like a long road at the start, but when I watch Blakely play football with his friends now it makes all the hard work worth it.”

Shubhra Kamat, Lead Paediatric Orthopaedics Practitioner Physiotherapist at MTW, has worked closely with both Matilda and Blakely during their treatment programmes.

She said: “We have a fantastic team at MTW who are committed to delivering outstanding patient care and supporting families throughout their journey.

“Treatment happens over a long period of time and babies and children grow up completely used to wearing the boots and bar device, so it’s not stressful for them.

“However, there can be a lot of anxiety for parents, especially when a baby is diagnosed with the condition, before birth or after, so we try very hard to make sure they feel supported and informed at all times.

“What I love most about my role is working with the team and helping to improve the quality of life for the children and families we treat and seeing the smiles on their faces as they run and play.”



## Did you know?

- MTW treats over 750 patients each year for clubfoot
- The treatment of clubfoot by the Ponseti method has been offered by MTW since 2003
- The specialist team comprises four paediatric orthopaedic consultants, three extended scope practitioners physiotherapists, and a specialist team of physiotherapists and assistants
- The Ponseti International Association (PIA) designates 3 June each year to celebrate

World Clubfoot Day as it commemorates the birth date of Dr Ignacio Ponseti, the developer of the Ponseti method to treat the condition

- In addition to local patients, children from surrounding areas, including Medway, Dartford, and Hastings (and further afield) come to MTW for treatment



## Biomedical scientist first in the country approved for leading training role

**Maria Haynes, a Consultant Biomedical Scientist (BMS) in Gastro-intestinal (GI) Histopathology at MTW, has become the first BMS in the UK to be approved by the Kent and Sussex Deanery to undertake a leading training role as a BMS Clinical Supervisor.**

Upon completion of training, the role will see Maria formally train Speciality Registrars (StRs) in the dissection of specimens across several major specialities, including gastrointestinal, skin, gynaecology, urology and head and neck. Dissecting specimens enables disease processes to be accurately diagnosed and the best treatment plan for a patient determined. Maria will also participate in training meetings within the Trust and submit formal training assessments for StRs to the Royal College of Pathologists.

**"I have always had a keen interest in all aspects of histology laboratory work, especially dissection work, and I am delighted to be taking on this new role."**

By taking on this new role, Maria is able to support the Pathology Consultants at MTW, freeing up some



of their time and enabling them to report on a greater number of cases, as well continuing to report GI cases and providing dedicated dissection training for the StR's at the Trust.

Mark Holland, Pathology General Manager and Principal BMS, said: "As the first BMS in the country to be approved for this role, it recognises the great depth of skills and expertise Maria has in the field of histopathology.

"This is a clear example of how the Trust is leading the way with the development of highly skilled clinical roles that will enable us to continue to deliver outstanding care to our patients."

Maria said: "I have always had a keen interest in all aspects of histology laboratory work, especially dissection work, and I am delighted to be taking on this new role.

"I'm looking forward to working with the Speciality Registrars within the department and broadening the skills of our trainee clinical team across a range of histology specialities. This will ultimately provide Specialty Registrar colleagues with greater knowledge and understanding of dissection and pathology."

## Relatives' room gets a makeover

**A kind-hearted Maidstone Hospital worker has transformed a room used by the relatives of seriously ill patients to help provide a more comfortable environment.**

Debbie Stansfield, who works as an Assistant Manager for Macmillan Cancer Support at the hospital, along with two of her friends, spent £1,800 of their own money on new furnishings for the Intensive Care Unit's (ICU) relatives' room which is used for overnight stays (prior to the pandemic) or as a private space where clinicians can speak to family members about the care of their loved one.

Before the makeover the room only had a settee and a bed in it. Now, thanks to the trio's generosity, the room boasts two new recliner armchairs, curtains, cushions, wall art, a coffee table, a clock, storage stalls which contain new pillows and blankets, a kettle, a lamp, a radio, a diffuser, plus a new cupboard for storing new mugs as well as refreshments such as tea and coffee.



Maria Crittenden, Matron for ICU, said: "The staff on ICU had wanted to spruce the room up for quite a while but never got round to it and then the pandemic happened.

"Thanks to Debbie and her friends it is now a space we are proud of. What they have done is absolutely amazing. The once drab and dreary room is now comfortable and relaxing and we can't thank them enough. What makes it even more special is the fact they paid for the items themselves! We are extremely grateful to them."

Debbie said: "When I looked at it, it was clear that it was in desperate need of some creature comforts which I know can make all the difference to relatives during what can be a traumatic time in their life. I'm so pleased with how the room looks now and that my friends and I were able to help make a difference."

# Toughest rowing race in the world set to be taken on by MTW worker

Physician Associate Jessica Plail is hoping to set a new world record when she takes part in one of the toughest rowing races in the world next year.

Jess, who works in the Trauma and Orthopaedic Department at Tunbridge Wells Hospital, is one of four NHS workers who make up a female team of six called All Systems Row. The race, organised by GB Row Challenge, will see the team row unassisted over 2,000 miles around Great Britain when they set off on Saturday 4 June 2022. As if that wasn't tough enough, they've also set themselves an ambitious target of beating the current record held by an all-female crew.

**"During our journey we will be reliant on solar energy for powering our navigation systems, water maker and electrical items."**

Jess said: "To date, only six crews, including one female crew of four called the Segals, have completed this race. The ladies' Guinness World Record for the fastest row around the British mainland, which was set in August 2010 by the Seagals, stands at 51 days, 16 hours and 42 minutes! We hope to challenge this time and in doing so gain a new world record."

The race will see them start at London Tower Bridge, row down the River Thames towards the sea where they will then row in a clockwise direction around Great Britain before making their way back up the river to their starting point.



"This is an unassisted race meaning from start to finish we will be self-sufficient and cannot stop or take on provisions," she added.

"Our boat is 10 meters long with two small cabins at each end. During our journey we will be reliant on solar energy for powering our navigation systems, water maker and electrical items.

"As we're all passionate about environmental causes we'll be using the challenge as a way to raise money for a small, Brighton based charity called Renewable World which is striving to make renewable energy accessible to all, helping to end extreme poverty and reduce climate change."

For more details about the challenge, and how you can sponsor the team, visit the news section on our website – [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

## Tell us what you think

Patient feedback is really important to us as it allows us to develop and improve our services.

The NHS Friends and Family Test (FFT), which is available to all inpatients, outpatients and those attending our Emergency Departments, is a quick and anonymous survey which allows people to give their views about the care or treatment they have received.

All surveys are either available online for patients to complete using their own smart device, via posters with QR codes, or printed paper copies which are available from staff.

To see the Trust's results, please see the Friends and Family Test results pages on our website or visit NHS Choices and NHS England websites.



# New bed management system supports MTW in delivering outstanding patient care

**State-of-the-art technology is helping MTW to deliver outstanding care by ensuring patients get the right care, in the right place, at the right time.**

Thanks to a wall of computer screens in the Care Co-ordination Centre (CCC) at Maidstone Hospital, a team of specialist staff can see in real time, how many beds are clean and ready for patients as well as those where people are being discharged, or in need of cleaning.

MTW is the fourth acute hospital trust in the country to set up a CCC which uses TeleTracking's bed management system 24 hours a day, seven days a week. Since going live in November last year, the Trust has already seen enormous benefits for both staff and patients:

- The time a hospital bed is empty has more than halved from approximately 150 minutes to an average of 60 minutes
- The time it takes to get a patient from the Emergency Department (ED) into a bed is down from an hour and a half for both sites to approximately 27 mins for Maidstone Hospital and 36 mins for Tunbridge Wells Hospital. This means the number of hours patients are in ED has been reduced by 110 hours a day
- Time given back to nurses and ward staff to care for patients is more than 2,740 hours a month across both hospitals
- By discharging patients in real time using the digital patient wristband the Trust has gained 40 days' worth of bed capacity earlier than it would do using traditional discharge methods



To ensure patients are allocated a bed in the right area of clinical speciality, all patients on admission are given a digital patient wristband to wear during their stay which connects them to the system.

When the patient is ready to go home the wristband is placed in a dropbox on the ward which then automatically discharges them and sends a message to the Bed Turnaround Team, via a handheld mobile device, telling them that a bed needs cleaning and its location.

Made up of 10 members of staff located at each hospital site, the team was created to ensure beds are available as soon as patients are discharged from MTW's care. They clean the bed and the area around it and make sure the bed is ready for the next patient's arrival. Once ready for use the team sends an update to the CCC which then allocates the bed to a patient. Depending on the department a message is either sent automatically, or a member of staff sends a message via the system, to the portering team to request a porter to move the patient.

**To ensure patients are allocated a bed in the right area of clinical speciality, all patients on admission are given a digital patient wristband to wear during their stay which connects them to the system.**

Pedro Da Silva, Clinical Site Manager for MTW, said: "Bed management is, in effect, a constant monitoring of hospital admissions and discharges – also known as patient flow through the organisation, which is a key quality indicator for patient outcomes and experience. It's about identifying available beds across all the wards, and then balancing the needs of patients being admitted with that availability to make sure each patient gets placed on the right ward so they can get the right care, ideally first time.

**"Ultimately, it is allowing our staff to do what they really want to do – care for our patients."**

"Not only does this new way of working allow patient flow to be managed more effectively, it also means our clinical staff now have more time to care and spend with our patients as they no longer need to make beds or make numerous phone calls to domestics and porters and site teams. Ultimately, it is allowing our staff to do what they really want to do – care for our patients."



Prior to TeleTracking the Clinical Site Team would physically visit each ward to find out how many discharges there were going to be that day so they could work out how many beds were available across all departments and specialities, before allocating beds to patients according to availability.

Pedro added: "It was basically all done on paper – from who's going home and who might be a possible discharge, to knowing how many people were in ED. Now everything is done at the click of a button we have a true picture of the beds available at any given moment – it really has taken us to the next level in managing our patients more effectively and efficiently."

**"We use the TeleTracking system on the unit on a daily basis. We use it to help structure our board rounds and pass on essential information to different disciplines."**

TeleTracking has also been helping the Therapy Team manage their workload at both hospital sites.

Charlotte Buttery, Clinical Specialist Physiotherapist for the Stroke Team at Maidstone Hospital, said: "We use the TeleTracking system on the unit on a daily basis. We use it to help structure our board rounds and pass on essential information to different disciplines.

"Because it's a live tracking system we can see if all of our patients are in the correct bed spaces and we can update whether we are still seeing them or if they are ready to be discharged or transferred to other places to receive their care.

"We also use TeleTracking in our handovers in the morning which has helped to reduce the duplication of work. It also helps us to see if any of our patients have been moved off the ward and as a result that has helped to reduce the amount of time we spend trying to locate patients. Basically it is helping to save time, allowing the multi-disciplinary team to keep track of patients and making it a smoother process when planning to discharge patients or transfer their care to different destinations."

More information about the TeleTracking system can be found on the Trust's website [www.mtw.nhs.uk](http://www.mtw.nhs.uk)

## New state-of-the-art CT scanner unveiled

**A brand new state-of-the-art CT scanner which provides medical staff with clear sharp and distinct images at speed to help diagnose patients and support their care has been unveiled at Maidstone Hospital.**

Funded by NHS Improvement at a cost of £850,000, as part of a programme of work to refresh and modernise equipment at the Trust, the Canon Aquillion One Prism has the ability to produce clear, detailed scans when a patient is unable to remain still for long periods of time – such as a child or those with painful internal injuries.

Mark Garrad, Radiology Clinical Services Manager, said: “It will predominantly be used by the hospital’s Emergency Department (ED) for patients who have been brought in with major trauma to the brain, liver, spleen, kidneys or bones, as well as inpatients and outpatients who may require a scan to diagnose conditions such as cancer and stroke.

“However, thanks to the scanners increased image quality, staff will also be able to take detailed pictures of the heart and be able to see the blood flowing through the vessels, allowing cardiologists to check for heart conditions such as coronary heart disease, and make an assessment about how severe the condition is so they can plan the best course of treatment for the patient.”

The Aquillion One Prism replaces the previous scanner in the Gallagher Suite, named after a local company which generously donated to the hospital back in 2005. Pat Gallagher, Chairman of Gallagher Group Limited, launched a fundraising campaign in partnership with the Peggy Wood Kent Cancer and Leukaemia Fund, to help the hospital raise the extra £200,000 needed to buy the original piece of equipment.



## Little touches help families grieving the loss of their baby

**A dedicated bereavement suite for women and their partners experiencing pregnancy loss from 16 weeks onwards has been given a makeover.**

Tunbridge Wells Stillbirth and Neonatal Death Society group, also known as SANDS, set up a JustGiving page to help raise money to update the Hope Butler Suite at Tunbridge Wells Hospital.

The group then put the Trust in touch with interior designer Justine Hodgson who used the money to add little touches such as bedside tables, artwork, a rocking chair, lamps, and bedding to help provide a tranquil environment for families.

Named in honour of Hope Butler, who was sadly born sleeping at the hospital in 1995, the suite consists of a bedroom, bathroom, lobby and kitchen. Hope’s death also led to the founding of the Tunbridge Wells SANDS group which furnished the suite when the hospital opened its doors in 2011.



Harriet Burke, who works as a Bereavement Support Midwife for MTW, said: “We feel very fortunate to be able to offer parents the use of the Hope Butler Suite during their time of loss and have received positive feedback from families that have sadly found themselves in need of it.

“Many parents have benefitted from the thoughtful touches including the beautiful rocking chair and the lamps that create soft lighting.

“On behalf of the Trust, we would like to say a huge heartfelt thank you to all of those who were involved in the refurbishment.”

Emma Jefferys, from SANDS, said: “We hope the recent improvements help to provide even more of a sanctuary for families who are sadly in the first stages of the grieving process.”

## Inclusive online experience

**Visitors to MTW’s website are now able to access a wide range of accessibility and language support tools to customise their webpage displays by using the Recite Me assistive toolbar.**

It includes screen reading functionality, multiple reading aids, customisable styling options and an on-demand live translation feature that boasts over 100 languages including 35 texts to speech and styling options.

Being able to offer an inclusive experience is essential to support over 20 per cent of the population who may encounter issues when exploring our website due to having a disability, learning difficulty, visual impairment or if English is their second language.

**To explore our accessibility support tool, visit any page on the MTW website and click the icon in the bottom right of the screen.**



## Virtual dementia tour stops at MTW

**Specialist simulation training has been undertaken by dementia champions at MTW to help them understand what living with dementia might be like and how simple changes to clinical practice and the hospital environment can improve the experience for patients living with the disease.**

The training, provided by Training 2 Care Ltd as part of the Virtual Dementia Tour, involves participants carrying out structured tasks while wearing headphones that make it harder to understand what is being said, glasses that make vision less clear and gloves that make fingers clumsy.

Proven to be the closest recreation of what living with dementia might be like, participants are able to demonstrate classic dementia behaviours and walk in the shoes of people with dementia.

With more than 850,000 people in the UK currently living with the disease, it is important that hospital staff are trained to provide care in a way that reduces anxiety and distress that can be experienced by people with the condition in an unfamiliar environment.

Rudi Sison, Dementia Nurse Facilitator at MTW, said: "The simulation training provided our dementia champions with the experience of what living with dementia might be like and gave them an understanding of why patients with dementia might behave or respond in a certain way.



"It helped staff understand what they can do to help dementia patients admitted to our hospitals to maintain their independence by adapting behaviours and ways of communicating, and reduce the stress a hospital visit can cause."

**With more than 850,000 people in the UK currently living with the disease, it is important that hospital staff are trained to provide care in a way that reduces anxiety and distress that can be experienced by people with the condition in an unfamiliar environment.**

## Improving patient safety while on the go

**New grab bags that contain essential equipment to support home births have been given to MTW's community midwives.**

The bags all contain the same equipment located in the same place so they can easily identify the items needed for a straightforward birth or to prevent delays in providing potentially lifesaving treatment in obstetric emergency situations such as cord prolapse, postpartum haemorrhage, or neonatal resuscitation.

Standardising the bags, which are kept with the midwife at all times during their shift, helps to improve safety for women who choose to birth at home and those who birth at home unplanned.

Approximately 80 community midwives are employed by MTW. They provide antenatal care – from the

moment a pregnancy is booked until the baby is born – to pregnant people living in Leeds, Maidstone, Malling, Sevenoaks, Edenbridge, Hawkhurst, Paddock Wood, Tonbridge, Tunbridge Wells and Crowborough areas.

In addition, they also support Maidstone Birth Centre, Crowborough Birth Centre and the main obstetric unit at Tunbridge Wells Hospital, provide an on-call service for planned and unplanned homebirths, and postnatal care for women and families for up to 28 days post birth.



## Group's memorial quilt donations

**A beautiful handmade patchwork quilt has been donated to Tunbridge Wells Hospital as a thank you to staff for all their hard work during the ongoing Covid-19 pandemic and as a memorial to those who have sadly lost their lives to the virus.**

As well as making the quilt during the pandemic, the Tunbridge Wells Scrubbers group have to date produced over 4,000 items of PPE – including scrubs, headbands, theatre hats, laundry bags and masks – using fabric donated by the local community and fundraising over £3,000 to purchase the additional fabric needed.

The quilt includes details of all the PPE items produced by the group and also commemorates Margaret Keenan – the first person in the world to receive the Covid-19 vaccine on 8 December 2020.

Miles Scott, Chief Executive of the Trust, said: "The donation of the memorial quilt is a very kind gesture and greatly appreciated by everyone at MTW. It will be put on display at Tunbridge Wells Hospital for staff and patients to enjoy.

"This last year has been very challenging for everyone, but no one has felt it more than the NHS workers who are working on the frontline caring for patients.



"I know, having spoken to our staff, that gestures such as these make a big difference to them."

Joan Armstrong, one of the founder members of the group and quilt co-ordinator, said: "The group was set up early last year by local people with a love for sewing who wanted to help support the NHS during the Covid-19 pandemic by making PPE items.

"We decided to work together on one more project to make a Covid-19 memorial quilt as a thank you to staff at the hospital, who have worked so hard to keep us all safe, and as a memorial to those who sadly lost their battle with Covid-19."

**"The donation of the memorial quilt is a very kind gesture and greatly appreciated by everyone at MTW."**

## Private patient services

**Did you know that we offer quality private patient services with all proceeds being reinvested back into our NHS services?**

By using the Wells Suite private patient service you will benefit from:

- Our trusted on-site consultants who cover a wide range of specialities
- Assurance of on-site intensive care support for complex care needs
- Access to the latest specialist equipment to assist with early diagnosis and treatment
- Bespoke hospitality including varied menu choices and additional extras
- Dedicated private patients administration, hospitality and nursing team

The private patient service, which is recognised by all major private health insurance companies, accepts referrals from GPs and other UK referrers, including other hospitals or consultants.

If you would like general or payment advice or wish to enquire about transferring from NHS treatment to private:



**01892 635980/635888**



**mtw-tr.privatepatients@nhs.net**



**[www.mtw.nhs.uk/private-patients/](http://www.mtw.nhs.uk/private-patients/)**



# Community defibrillator installed thanks to staff member's fundraising efforts

**A lifesaving community defibrillator has been installed at the Robin Hood pub restaurant in Tunbridge Wells, thanks to the fundraising efforts of a Laparoscopic and Endoscopic Surgeon at MTW.**

Sanjay Joshi raised almost £700 by organising a sponsored cycle, which saw him cover an impressive distance of 100K on his bike! Thanks to additional support from the community and the Crowborough Community First Responders, the defibrillator (known as a Community Public Access Defibrillator) is now in place and available for public use 24 hours a day.

The surgeon was inspired to fundraise for the installation of the defibrillator in memory of friend Simon Weller, who suffered a cardiac arrest while attending a meeting at the pub earlier this year. Despite the best efforts of Sanjay and MTW nurse Siana Cavanagh, without access to a defibrillator they were unable to revive Simon and he sadly passed away, aged just 46.



Sanjay said: "For every minute someone is in cardiac arrest without cardiopulmonary resuscitation (CPR) and access to a defibrillator, their chances of survival drops by up to 10 per cent. If a defibrillator is used within five minutes of a cardiac arrest occurring, the chance of survival increases by 74 per cent.

"I am pleased that this equipment is now in place for the community to use should the need arise and hopefully prevent the tragic loss of another life."

**"If a defibrillator is used within five minutes of a cardiac arrest occurring, the chance of survival increases by 74 per cent."**

## Chief Pharmacist appointed to Editorial Board of JoP

**Congratulations to Clinical Director of Pharmacy and Medicines Optimisation Mildred Johnson who has been appointed to the Editorial Board of The Journal of Pharmacy Management (JoP).**

The board includes senior pharmacists within the NHS who advise on journal content and provide expert guidance to the editor in order to ensure the quarterly digital publication, which aims to share best practice within the industry for pharmacists and pharmacy technicians, meets the needs of the pharmacy profession.

Mildred said: "As a member of the Editorial Board, there is an opportunity to influence and tailor professional support for both pharmacists and pharmacy technicians, through its best practice publications and other topical matters.



"With the significant transformations that lie ahead for pharmacy within the Integrated Care System, I am looking forward to shaping and sharing exemplar practices."

## 24 hour pedalathon in aid of India

**A sponsored 24 hour pedalathon organised by the chronic pain unit team based at Maidstone Hospital, raised more than £16,500 for the Christian Mission Hospital in Vellore, India, to help pay for vital medical supplies as the country battled soaring Covid-19 infection rates.**

As well as raising a phenomenal amount of money just four days after announcing the challenge, they also managed to cycle a total of 661.1km between them!

Andy Colyer, Chronic Pain Clinical Administration Unit Lead, said: "We are truly humbled by the amount of money

raised thanks to the generosity of friends and family members, our colleagues across MTW as well as patients and complete strangers who saw our appeal on the Trust's social media channels too. We are extremely grateful to everyone for their support."



# Our volunteers

We have more than 300 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 Frances Peake.

## Where do you volunteer?

I volunteer for the Macmillan Information Centre within the Kent Oncology Centre at Maidstone Hospital.

## Tell us more about your volunteer role...

We run a drop-in centre which offers financial and emotional support. We encourage patients, their families and staff to call in anytime for a chat or information. An appointment isn't needed.

My role is to provide information, signposting and most importantly a listening ear to patients who have just been diagnosed with cancer.

I also help patients fill in benefit forms and support them throughout their treatment.

## How often do you volunteer?

I volunteer on a Tuesday, usually from 8am to 4pm, but I do other days as and when I am needed too.

## How long have you been volunteering for the Trust?

I have been a volunteer since March 2019.



## What did you do before / what's your background?

For 18 years I worked for Crossroads Care Kent, retiring as a deputy care manager. The charity provides a respite service for carers – giving them a break from their caring role. It also runs an end of life service, working closely with the Heart of Kent Hospice, which I found really rewarding to be involved with.

## Why did you want to volunteer at MTW?

Two of my sisters have had cancer so I understand the impact it has on families. By being a volunteer I feel I am giving something back to the NHS.

## What do you enjoy most about volunteering?

Talking to patients and, at the risk of sounding corny, making someone smile. Volunteering has been somewhat of a challenge during the pandemic, but all the time I'm needed I'll be turning up!

## What advice would you give to anyone considering volunteer work?

Volunteering can be an eye opening experience. People will sometimes talk to you and share their thoughts and feelings with you as they don't want to worry their family with how they are really coping. It really is very rewarding though – give it go.

To find out how you can become a volunteer at Maidstone Hospital and Tunbridge Wells Hospital: ☎ 01622 224719 ✉ [mtw-tr.volunteers@nhs.net](mailto: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](http://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](http://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

**Medipharma**, 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](http://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

A close-up portrait of a Black man with short dark hair and a light beard, looking directly at the camera with a neutral expression. He is wearing a blue shirt. The background is a plain, light grey.

**“I JUST DIDN'T  
THINK I'D FEEL  
HAPPY AGAIN”**

## **JUST TALKING CAN HELP**

NHS talking therapies can help you if you're struggling to cope with feelings of anxiety or depression. They're effective, and confidential.

Your GP can refer you or you can refer yourself online [nhs.uk/talk](https://nhs.uk/talk)

**Your  
health  
matters**

**help us  
help you**