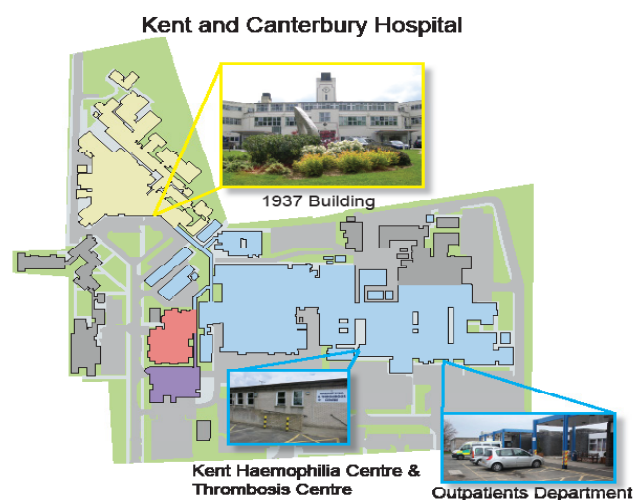


Welcome to the Haemophilia Centre

Information for patients and parents



Kent Haemophilia and Thrombosis Centre

Kent and Canterbury Hospital
Ethelbert Road
Canterbury, Kent

Non urgent and routine enquiries 01227 78 31 57 or email ekh-tr.haemophilia@nhs.net
For any routine enquiries we will aim to respond by the end of the following working day.

We have a designated **emergency number** that can be used for urgent clinical issues:

- **Monday to Friday** (excluding Bank holidays) 8.30am to 5pm telephone 01227 78 31 66
- **Out of hours** emergency contact 01227 78 31 90 and ask for the consultant on call for Haemophilia.



Kent Haemophilia and Thrombosis Centre is a specialist centre concerned with the diagnosis and treatment of patients with haemophilia, thrombosis, and other bleeding disorders within the Kent and East Sussex area.

Our facilities

The Haemophilia Centre is a self-contained unit located behind car park 3 (see map on cover page). The entrance is just off this car park with a ramp for disabled access.

Our facilities provide comprehensive care for both adults and children with bleeding disorders. It has two consultation rooms, a physiotherapy room, and a room for taking blood for testing. The patient waiting area also has a designated children's play area.

Our onsite laboratory provides a wide range of testing to help the haemophilia team from first diagnosis in our laboratories, to subsequent care in hospital and in the community.

We offer training and education to support patients, parents, and carers in the administration of medications and have educational leaflets and literature available on a range of bleeding disorders.

We offer a home delivery service for haemophilia treatments and a 24 hour on-call service.

The haemophilia team includes a range of healthcare professionals including consultants, haemophilia clinical nurse specialists (CNS), physiotherapists, and laboratory scientists along with the administration and clerical staff.

We have consultant clinics Monday, Thursday, and Fridays mornings. There is a multidisciplinary clinic on a Tuesday afternoon. If there are any problems regarding times of your appointment contact us on our routine enquiries number (see contact details on cover page).

WiFi: we do have a limited wifi service within the Trust which can be accessed by searching networks and logging in to EK-Hospital-Free-Internet. The password is **hospital** you will be asked to provide an email address and accept the terms of use given.

Who is in the haemophilia team?

Dr Gillian Evans	Consultant and Centre Director
Dr Kim Elliott	Consultant
Dr Catherine Roughley	Consultant
Karen Davies	Haemostasis Manager and Nurse Specialist
Rebecca Briggs	Haemophilia Paediatric Nurse Specialist
Ade Adyinka	Haemostasis Sister
Jeanette Pratt	Haemostasis Sister
Violet Brown	Haemostasis Sister
Hannah Butt	Haemostasis Health Care Assistant
David Stephenson	Physiotherapist
Charlene Dodd	Physiotherapist
Annabel Jagers	Haemophilia Data Manager
Lynda Wilcox	Senior Reception
Emma Smith	Receptionist
Katie Kirkpatrick	Receptionist
Gina Perie	Receptionist

Useful links

- **The Haemophilia Society** (www.haemophilia.org.uk) is the only national, independent, and patient led organisation for people affected by bleeding disorders. They work in close partnership with the NHS to offer information and support, and represent the interests of those affected.
- **NHS** (www.nhs.uk) is the UK's biggest health website. It provides a comprehensive health information service that puts you in control of your healthcare.
- **UK Haemophilia Centres Doctors' Organisation** (www.ukhcdo.org) this page is dedicated to haemophilia patients and their families. It provides comprehensive and useful information on haemophilia, bleeding disorders, and the National Haemophilia Database (NHD).
- **World Federation of Haemophilia** (www.wfh.org) is an international not-for-profit organisation. It is a global network of patient organisations in 118 countries and has official recognition from the World Health Organisation. It provides useful information on haemophilia and bleeding disorders.
- **HaemoAction** (www.hemoaction.org) is a series of games developed to help children learn about haemophilia in a fun, easy to understand, and interactive way. They can also be used by parents, nurses, and other healthcare providers to reinforce key concepts about the disease and its management.
- **Medic Alert** (www.medicalert.org.uk) is the only non-profit making, registered charity providing a life-saving identification system for individuals with hidden medical conditions and allergies.
- **Live Well** (www.nhs.uk/live-well) is an NHS website which offers advice, tips, and tools to help you make the best choices about your health and wellbeing.
- **Haemophilia Centre Locator** (www.euhanet.org/centrelocator). Enter your location to find your five nearest European haemophilia centre.
- **Haemtrack** (haemtrack.mdsas.com) is a secure therapy recording system, connecting patients and clinicians through the Haemtrack phone apps and website.

How do I get to the Haemophilia Centre?

- **Rail:** the nearest train station is Canterbury East, which is on the Dover to London Victoria line. It is a 15 minute walk from the hospital and a short walk from the bus station. Canterbury West is on the Ramsgate to Ashford line. It is a 20 minute walk from the hospital and short bus ride from the bus station.
- **Bus:** route number 25 and 25A runs from Canterbury bus centre to the hospital. It is a 15 minute walk from the bus station in Canterbury to the hospital.
- **Parking** is free for first 20 minutes. Charges are clearly displayed in the parking kiosks. There is a maximum charge per day. Weekly tickets are available.
- **Disabled parking** is available outside the main outpatients building. There is a charge of £2 all day. If there are any issues around parking or accessing the Centre please do not hesitate to speak to any of the staff.

What if I have any queries or concerns?

If you have any concerns and/or complaints please speak to a member of the haemophilia team or alternatively contact the Patient Advice and Liaison Service (PALS) using the contact details below.

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation