

Winter 2019/20



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Hospitals University
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**Celebrating 40
years of William
Harvey Hospital**

**Screening
programme
saves John's
life**



Learning to walk again
Research trial gives Richard and Kat
hope for their first dance



welcome

Message from Susan Acott,
Chief Executive of East Kent Hospitals

At East Kent Hospitals, we firmly believe in pushing the boundaries of technology to improve care for patients.

Richard Aske-Haley's story (on page 4) of learning to walk again using a robotic exo-skeleton shows why this is so important. The exo-skeleton is being trialled at Kent and Canterbury Hospital in a UK first, and the early results suggest this use of technology could be game changing for multiple sclerosis sufferers.

Thirty years ago, the opening of the breast screening service at Kent and Canterbury Hospital was a game-changer for many women, whose lives have been saved by an early diagnosis of breast cancer. It was fantastic to attend the 30-year anniversary celebrations, and hear the positive testimony of Lis Blandon, who has been under the care of the team, about her diagnosis and treatment – see page 3.

It has been a season of anniversaries, with the William

Harvey Hospital celebrating its 40th anniversary this year. Our 'happy birthday' feature on page 12 includes some fascinating glimpses of healthcare of the past, in what was a truly modern hospital at its time of opening.

It's amazing how NHS staff have continued to push the boundaries, and to see the laughter-filled pictures from today's William Harvey Hospital on page 6, where the hospital's pre-school nursery children join older, adult patients for messy play!

Helping patients get up and be active as soon as they feel well enough is now known to speed up recovery and lessen the risk of frail patients declining due to inactivity. It's something we're doing more of at East Kent Hospitals, and I'm sure it will prove to be as big a breakthrough in healthcare as the technological advancements we work so hard to incorporate in our services.

I hope you enjoy reading this issue.

Best wishes

Susan



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Published November 2019
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30 years of breast screening



Lis Blandon, centre, with breast screening staff.

Kent and Canterbury Hospital has celebrated 30 years of providing breast screening services in east Kent.

Staff at the hospital organised a reception for staff, dignitaries, and

former patients 30 years to the day since the first woman attended the service in November 1989.

The department opened a year after the NHS Breast Screening Programme was set up by the Department of

Health. The new building was officially opened in May 2003 and was named after Professor Stuart Field, who set up the service at Canterbury.

As well as running services at the unit, staff are responsible for the three mobile screening units that visit 18 sites across east Kent.

Dr Sarah Moorhouse, Director of Breast Screening, said: "The technological innovations and advancements over the years have been astounding. The complexity of the work we do has changed dramatically over the years but it has significantly improved the experience and outcomes for our patients."

Lis Blandon is one of 5,000 women diagnosed with breast cancer after attending a routine screening appointment.

The 65-year-old retired civil servant, who lives in Lynsted, near Sittingbourne, underwent chemotherapy and radiotherapy after having an operation to remove the lump from her breast.

She said: "My abiding memory of the treatment is laughter, and I am so thankful I have been able to meet so many wonderful people because of my diagnosis."

"I have received such fantastic care and I think it's astonishing how many people have been involved in looking after me, and how brilliant their care has been."

We've gone smoke-free!



Hospital staff and patients are being given extra support to quit smoking as we renew our commitment to being smoke-free.

Smoking is linked to almost half a million hospital admissions each year and giving up is the single best thing someone can do to improve their health.

We're reminding patients, visitors and staff that smoking is not allowed in any of our hospital buildings, doorways, grounds and car parks.

Many of our patients can be affected by cigarette smoke and we know that even if someone smokes outside, toxins can stay on their clothing, hair and breath for up to three hours.

Chief Executive Susan Acott said: "We're here to help people be as healthy as possible and that includes helping people to stop smoking. I hope our renewed pledge to be a smoke-free hospital will encourage people to find out about the support available to help them quit."

Nicotine replacement therapy will be offered to inpatients to help them give up while they are being treated at Trust hospitals. Smoking can lead to complications and delays in recovery, so a smoke-free hospital will protect and improve the health and wellbeing of patients as well as staff, visitors and contractors.



Harmonia Village at Dover

Changing the way we live with dementia

New dementia-friendly village opening in Dover this year.

At Harmonia Village, everyone will be supported to live as independently as possible and continue to enjoy what is important to them.

It has six houses that look and feel like everyday homes, each for five residents, supported by nursing home type care.

Activities take place in the village Hub, which also includes a café and six guesthouse rooms. Get in touch to come and meet the team. We look forward to showing you around.



Call 01227 866405 or visit www.ekhuft.nhs.uk/harmoniavillage

Learning to walk again



Like most couples, Richard Aske-Haley and Kat Marzke are looking forward to sharing their first dance at their wedding.

But the moment will be even more special for them, as it will be the first time they have been able to dance together since they met five years ago.

Richard was diagnosed with multiple sclerosis in 2010 and it affects his mobility, leaving him unable to stand or walk unaided.

But a ground-breaking clinical trial at Kent and Canterbury Hospital is now offering the pair hope that they will be able to take to the floor together after the ceremony in March next year.

Richard, 56, said: "I always say I haven't got MS, and MS hasn't got me. I am my own free person. But because Kat and I are getting married, we both decided to embrace the MS and let it live with us for a while so we could take part in the trial and see how it could help."

The pair read about the trial, which uses a robotic exo-skeleton to help people relearn how to walk, on Facebook and contacted the neuro-rehabilitation team at the Kent and Canterbury Hospital immediately.

But they faced a huge stumbling block: they live in Dumfries, Scotland – almost 400 miles away from where the research was taking place.

Richard said: "At first I thought it was impossible. It would cost thousands of pounds in petrol and hotels. But my family all encouraged us to do it and suggested fundraising to help cover the costs. People were generous enough to start donating and we travelled to Kent for my first assessment the following week."

What is multiple sclerosis?

Multiple sclerosis (MS) is a neurological condition that causes inflammation and damage to nerve cells in the brain and spinal cord.

It affects about 2.3million people worldwide and can lead to a range of symptoms including problems with vision, arm or leg movement, sensation, muscle weakness or balance and co-ordination. It cannot be cured but in some cases patients respond to medication. MS is most commonly diagnosed in people in their 20s and 30s but it can develop at any age. It's more common in women than men and is an unpredictable disease. People tend to respond less well to treatment as time goes on.

If you're worried you might have early signs of MS, you should speak to your GP.

Where to get help

The Kent MS Therapy Centre is a purpose-built centre that exists to support people affected by multiple sclerosis: people living with the condition, their families, friends and those who care for them.

It offers thousands of treatment sessions each year as well as being a social hub where members can share experiences, problems and ideas, or just relax and have fun with friends. There is also a café area, and anyone with MS is welcome to drop in at any time.

Karen Middlemiss, MS support manager at the centre, said everyone was following news of the trial with interest.

She said: "There is a real air of excitement at the MS Therapy Centre about the trial, not just for those who are taking part but also those who can see what it might offer them in the future. I think anything that offers hope is fantastic. No one wants to be told there is nothing anyone can do to help them and sadly that is a situation many of our members have been in."

For more information on the therapy centre visit kentmstc.org.uk



Richard, centre, with, from left, Karen Middlemiss from The Kent MS Therapy Centre, Consultant Clinical and Research Neuro-physiotherapist Karen Saunders, fiancée Kat and Dr Mo Sakel.

The journey back home after that first trip took nine hours, but the couple were not put off and Richard had his first session in the device at the end of September.

Kat, a self-employed cleaner, said: "To see his face in the device makes all the journeys and all the time and expense worth it."

Richard added: "It feels very strange, very surreal and very inspiring. It is

very positive that it can give me the opportunity to look people in the eye rather than them looking down at me in the wheelchair or scooter; it gives me more confidence. It will strengthen my body and the aim is the first dance at our wedding. Everyone wants to do that, and we don't want to feel different. The trial offers us hope and that is phenomenal, not just for me but for the whole MS community."

About the trial

The trial is led by East Kent Hospitals Neuro-rehabilitation Director Dr Mohamed Sakel and Consultant clinical and research neuro-physiotherapist Karen Saunders.

It uses the latest robotic technology to help people living with long-term neurological conditions such as multiple sclerosis re-learn balance and improve walking.

Patients are securely positioned into the machine, known as a Rex robotic exo-skeleton, and complete a programme of balance exercises over a five-week period.

The exercises focus on strengthening core abdominal muscles by lifting arm weights and throwing and catching a balloon. It also 'walks' them forward and back slowly, and moves them from sit to stand and back again, allowing them to focus on these muscles to improve balance, mobility and strength.

The device takes away the risk of falling and the fear that accompanies it, and so people can become more confident in a safe environment.

The trial reached its target of 20 patients in July and is due to finish by April 2020. When the results are analysed, it could become available to patients outside of research, if health and financial benefits are proven.

Dr Sakel said: "At times, we encounter patients who have been told that nothing can be done. With this trial we have been able to offer a different neuro-rehabilitation approach and we are finding that some participants are achieving their own individual personal goals, and that taking part has made a real difference to their lives.

"We are enabling patients to rediscover muscles and movement that may have become somewhat lost over time. They are re-learning how to balance and to move more easily. People have been keen to learn what they can do both inside and outside the device to reinforce this learning and enhance their overall strength and abilities.

"We have found that people can improve their posture and retrain core abdominal muscles so they are able to realise the benefits outside of the machine as well."

To be kept informed about future neuro-rehabilitation research trials, contact karen.saunders10@nhs.net or msakel@nhs.net

Age is no barrier to having fun



Fun and friendship are on offer when pre-schoolers join patients at the William Harvey Hospital.



Youngsters from the Little Oaks Day Nursery, located on the Ashford hospital's site, visit patients on Cambridge Ward every month for a morning of messy play. The sessions give the children the opportunity to get creative and make new friends, while the adult patients are able to try something different and have a go with paints, glue and even glitter.

Clinical Specialist Occupational Therapist Jane Kent said: "Everyone involved enjoys these groups as they are full of such fun and laughter and it is wonderful to see the patients engage and interact with the children. "The children are great at getting the adults involved and it's a fantastic opportunity for patients to get involved with activities and spend time away from the ward.

"We try to plan a different theme each month and there are a range of activities on offer so there's always something new to try."

Louise Peat, from Little Oaks Nursery, said the children also looked forward to the sessions.

She said: "It's lovely to see them interacting with the patients and chatting about what they are doing.

"One little girl told us she wanted to cuddle and high-five everyone to help them feel better and make them smile.

"It's a wonderful way for our children to learn about the differences and similarities between people, while having fun together and exploring different crafts.

"They are always so excited afterwards"

"They are always so excited afterwards and they love talking about who they have met and all the exciting activities they have been taking part in."

Keeping active in hospital

The activity supports our 'I can' campaign, to encourage patients to keep active while they are in hospital to help them recover faster and go home sooner.

Staying in bed too long can lead to people's muscles getting weaker, so getting out of bed and getting moving can really help with recovery.

We have a range of activities available on wards across the Trust, from lunch clubs to exercise groups, all aimed at helping people enjoy some of the things they would normally do at home.



Making our hospitals dementia friendly

East Kent Hospitals Trust has pledged to make a difference to the experience of anyone living with dementia by training all 8,000 staff as Dementia Friends.

The ambition is for all clinical and non-clinical staff to be trained, alongside directors and the Board of Governors, by the end of 2020 - making the Trust the first hospital Trust in the country where all staff are Dementia Friends. Support staff such as porters, housekeepers and staff working in our hospital restaurants have also been encouraged to complete the training.

Dementia Friends is an Alzheimer's Society initiative to make it easy for people to learn about dementia and the small ways they can help someone with the condition.

Friends are asked to commit to making everyday life easier for people living with dementia, from helping someone who may be agitated or distressed to learning how to assist in making their hospital stay less confusing.

The Trust's charity is also aiming to raise £500,000 to fund projects for people with dementia, including arts sessions, dementia cafes and specialist equipment to help people relax and feel more at ease. For more information see www.ekhcharity.org.uk/about-us/dementia-appeal/

And we are building a new dementia friendly community in Dover. For more information visit <https://www.ekhuft.nhs.uk/harmoniavillage>



Investing in new operating theatres to treat patients faster

Martin Prime

All patients having planned orthopaedic operations like hip or knee replacements are to be treated in new and improved facilities at the Kent and Canterbury Hospital by April 2021.

East Kent Hospitals is investing in four new operating theatres and further dedicated beds at the K&C to treat more patients sooner.

It is the second stage of an exciting national NHS pilot to carry out planned orthopaedic operations at a separate hospital to emergency procedures, reducing waiting times and cancellations.

Martin Prime, 60, from Dover, had a hip replacement at Kent and Canterbury Hospital and said his whole experience had been fantastic.

He said: "I came in to hospital on the morning of the operation and was back on the ward after lunch. The staff were wonderful: the anaesthetist had a great sense of humour, the post-op

staff were brilliant and the ward team have been excellent.

"I think it's a brilliant pilot and I'd say it's definitely achieving its aims. It makes sense to have the emergencies at other hospitals and it means there will be fewer cancellations."

Since last December, patients previously treated at William Harvey Hospital have had their planned hip and knee replacements in dedicated facilities at Kent and Canterbury Hospital as part of the first stage of the pilot.

The new investment will extend these improvements at William Harvey Hospital but will also bring significant benefits for patients at Queen Elizabeth The Queen Mother Hospital

by freeing up operating theatres to treat more patients needing cancer surgery and trauma operations sooner, such as fractures sustained from a fall.

Patients will continue to have day operations and care before and after an inpatient operation at their local hospital, including tests and scans, pre-op and follow up appointments. Emergency patients will continue to be treated at William Harvey and QEJM hospitals as now, for example, for fractures sustained in a fall.

"I think it's a brilliant pilot and I'd say it's definitely achieving its aims"

Joint school patients are top of the class

It's been years since many of our patients were in a classroom but they willingly go back to school at East Kent Hospitals – joint school, that is.

The scheme is for anyone on the waiting list for a hip or knee replacement and takes place at the Queen Elizabeth The Queen Mother Hospital in Margate and William Harvey Hospital in Ashford.

Led by specialist orthopaedic nurses and therapy staff, 'pupils' attend a 90-minute session to learn all they need to know to prepare for their operation.

Swithun Price, who co-ordinates joint school at QEJM, said the group sessions also allowed patients to ask questions and discuss any concerns with people in the same situation.

He said: "No two classes are the same, because each patient has their own story and situation.

"We have had some who turn up on bicycles, while others arrive in their mobility scooters.

"I try to have fun with them, partly to relieve their nerves but also so they feel comfortable asking a question or raising a concern – we're happy to answer absolutely anything."

The students even have homework



to complete – questionnaires about their home set-up to help staff work out what support and equipment they will need, and exercises to practise before they come to hospital.

Around 1,000 people a year attend joint school at each site, and staff find it helps patients recover faster and feel less anxious because they know what to expect. They learn about anaesthetics, pain management,

what will happen on the day of their operation and afterwards, and what to expect when they go home.

The team also launched an app last summer to help patients prepare for and recover from hip and knee replacement surgery, and it has already been downloaded 1,000 times.

For more information on the app, search East Kent Hospitals Trust Patient Journey in your app store.

Hip replacements were 'overwhelmingly positive' for walking miracle Ronni



Ronni Lamont describes herself as a 'walking miracle' after having both hips replaced at the Queen Elizabeth The Queen Mother Hospital.

The mum of two chose to be treated at East Kent Hospitals, even though she lives in a different part of the county, after hearing positive reviews from colleagues.

And she was not disappointed, describing the whole experience as 'overwhelmingly positive'.

Ronni, who specialises in children's spirituality and works part time with the Diocese of Canterbury, said: "I liked the vibe of the hospital and how people were treated.

"From Matthew, the admissions clerk, to the surgeon, ward staff and physios – everyone was so patient and kind.

"My husband and I attended joint school before the first operation and I found it incredibly useful. Just having someone explain what it would be like immediately afterwards, and what we could do to help, was wonderful.

"For my husband, it helped him realise that he wasn't just going to be doing the cooking; he would have to be quite involved in looking after me."

Before her surgery, Ronni, 63, was in constant pain and unable to walk more than 100 metres without needing to sit down.

She bought a stool for her kitchen so she could still cook, and had to abandon public transport because of the difficulty walking to and from the station.

She said: "I felt completely disabled. All sorts of things became impossible.

"We are an active couple but I could not go for a walk or anywhere that meant standing for a long time.

"I took a lot of taxis and I used my bicycle as a wheelchair; I could still cycle because it didn't involve bearing weight on my hip.

"Now there is nothing I can't do that I would choose to do – I haven't been on a horse but I don't want to!

"But I do walk everywhere. We went on holiday four months after the second operation and I looked at my phone and realised I had walked eight miles – not all at once but I had done it.

"It has been overwhelmingly positive and incredibly liberating, and I still think of myself as a walking miracle."

John owes his life to NHS screening programme

A routine scan detected a dangerous bulge in the main blood vessel from John's heart, sometimes known as the silent killer because people have no symptoms and no idea their life is at risk.



Vascular Disease Awareness Month in September.

John, who lives in Chartham, near Canterbury, was persuaded to attend his screening appointment by his wife Steph, a Sister at the William Harvey Hospital. He had no symptoms and was convinced there was no need.

But at the scan, staff spotted a large bulge and he was told he needed urgent surgery.

He said: "Sue, the AAA nurse practitioner, clearly explained what needed to be done and when, and about all the pre-op tests I needed.

"It was an anxious time, despite the reassurance from the medical teams, because it is a major operation and I had never had surgery before.

"If I'm honest, I did put my head in the sand a bit. I felt just as well as I had before the test, so it didn't feel real."

Men are six times more likely than women to develop an AAA, and people who smoke also increase their risk by up to 15 times. High blood pressure doubles the risk, and being overweight also increases it.

He said: "It was a very quiet drive to the Kent and Canterbury Hospital for the procedure as both Steph and I were lost in our own thoughts.

"I was terrified I wasn't going to survive the operation but I didn't want to admit it to Steph.

"When we got to the hospital and had to wait to make sure a bed in intensive care would be available for me, it suddenly felt very real. All too quickly, the time came to walk to theatre and there was no turning back."

The surgery took several hours and John was taken to ITU to recover. The medical teams initially believed he would be in hospital for up to 10 days, but John was determined to get home sooner and was discharged on day six.

He said: "It wasn't easy, but I just wanted to be at home. I did as I was told, moved as much as I could and took the painkillers they gave me.

"Once I was home it was just wonderful – the cup of tea and cheese roll I had the afternoon I was discharged was the best food and drink I'd ever tasted.

"It was a slow process but I kept walking, gradually building up the distances, and I was back at work after eight weeks, instead of the usual three months.

"I will be forever grateful to the AAA team and the NHS for the care I received; the whole team, from ward staff to Mr Wilson, the surgeon, were fantastic and the whole family felt supported every step of the way.

"If I hadn't gone for the screening, I may not be here today, so I really owe them everything."

People usually don't have any symptoms of an abdominal aortic aneurysm but it can be dangerous if it isn't spotted early on. It can get bigger over time and could burst, causing life-threatening bleeding. Scans are offered to all men aged 65 and are quick and painless. Results are provided straight away. If a small aneurysm is found, patients will be invited back for regular scans to see if it is getting bigger. Large aneurysms usually need to be operated on. But most people are told they have no aneurysm and need no treatment.

For more on the Trust's screening programme, see <https://www.ekhuft.nhs.uk/patients-and-visitors/services/abdominal-aortic-aneurysm-screening/>

"If I hadn't gone for the screening, I may not be here today, so I really owe them everything"

Dedicated team bring hospital to patients at home



No one wants to be in hospital if they can avoid it – and thanks to a dedicated team of specialist nurses, hundreds of patients each year can receive hospital treatment in the comfort of their own home.

The Hospital at Home service brings all the expertise and skill of our hospital staff to patients' homes, right across east Kent.

A team of 21 senior sisters cover hundreds of miles each week providing in-patient care from blood tests and dressings to IV antibiotics – at home.

Lee Prothero, from Hythe, is one of the people to benefit from the service. As a kidney transplant patient, he is vulnerable to infection and often needs strong antibiotics to help him recover.

Without the Hospital at Home team he would need to be in hospital, sometimes for up to eight weeks at a time.

He said: "They are a godsend – it is such a good idea.

"It's so much easier than being in hospital. If it wasn't for them I would be stuck on a ward, looking at four walls. Thanks to Hospital at Home I can stay at home where I'm comfortable, I can watch TV and my friends can visit whenever they want.

"It also means that I'm not taking up a hospital bed so someone else who needs it can be treated."

Lee has a portacath – a device implanted in his chest that is used instead of a needle in his hand or arm to deliver the antibiotics – which remains in place until the end of his

treatment. A specialist nurse will visit daily to deliver the antibiotics and take observations such as his temperature and oxygen levels at the same time.

And if he has other appointments or commitments, he can meet the team at the hospital's discharge lounge and receive the same treatment, then get on with the rest of his day.

He said: "I can be there at 8am and will be done by 9am. It's a fantastic service.

"I'm never worried about getting sicker, because I can always call them if I start to feel worse and go straight back to the renal ward.

"There is great communication between the doctors and the Hospital at Home nurses so you never lose the connection with the ward."

The Hospital at Home service works like a virtual ward, so patients will remain under the care of their named consultant who will continue to monitor their condition and check their prescriptions.

The team can help people get home sooner or even avoid coming into hospital at all.

Ward manager Tiffany Carnegie said: "Our service is unique because we can provide one-to-one care, in the comfort of someone's home, for as long as they need it.

"Our nurses are all highly experienced and acutely or surgically trained and we work with some of the most complex patients, with a range of different diagnoses.

"We get great support from the IV access teams who help by putting in arterial lines (to deliver IV antibiotics) so people can be treated at home – often the same day. It's hugely popular with our patients and 99 per cent of them leave us five star reviews."

Our patients say...

"You have a lovely team of nurses. Thank you so much."

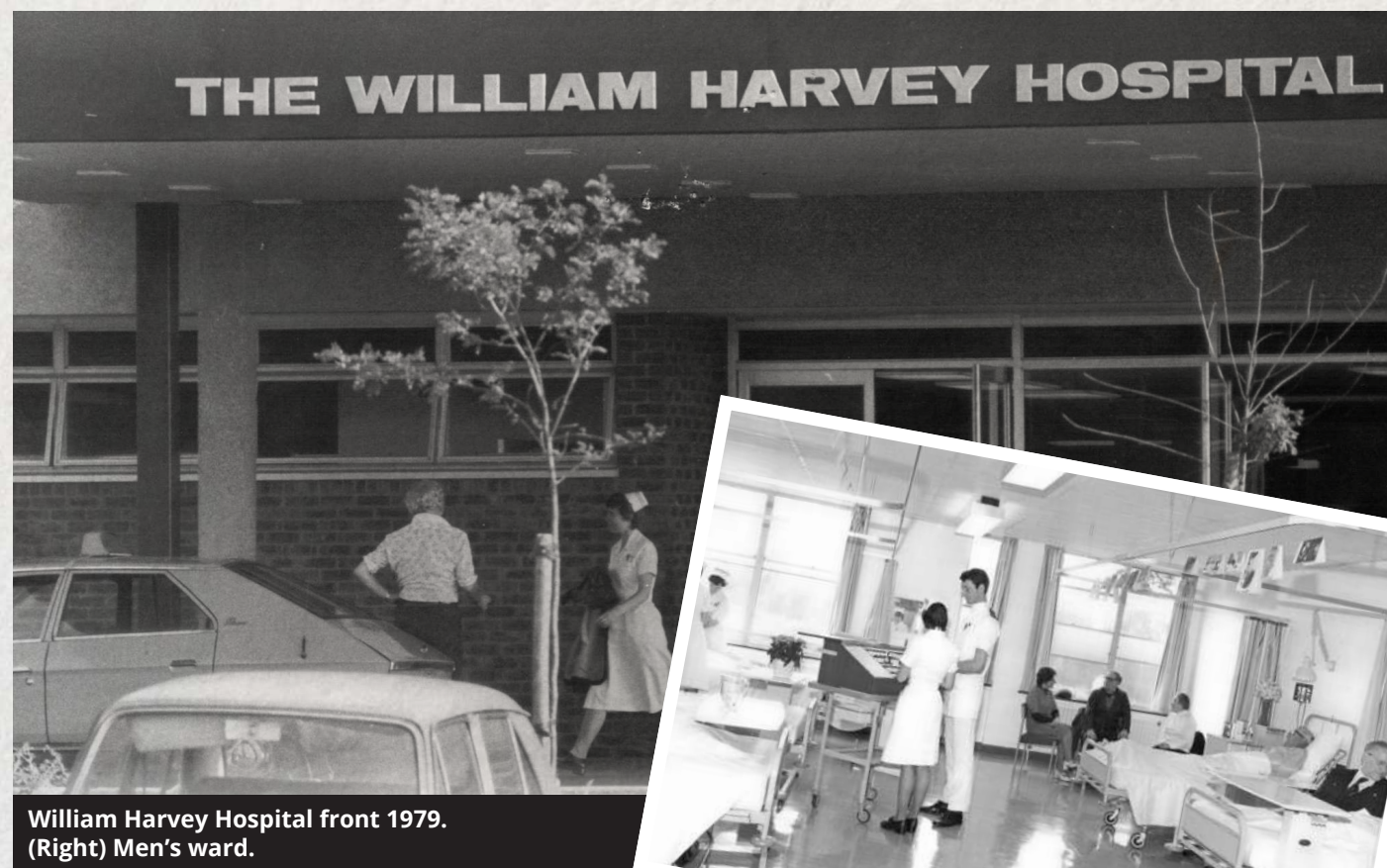
"Hospital at Home is a great service and really helped to get me better quickly. The level of care was outstanding."

"The team was very professional, kind and understanding of our needs. They went above and beyond their duty."

"Outstanding service and fabulous team; kind, caring and professional. Thank you for giving me the option of finishing my treatment in the comfort of my home."

"Excellent, professional team. Their visits kept me positive, confident and happier. If anything worried me I knew I could contact them and I had very good support."

Happy Birthday to our hospital



William Harvey Hospital front 1979. (Right) Men's ward.

Forty years ago – and 400 years after its namesake was born – the William Harvey Hospital opened its doors to patients.

With a hair salon, laundry using recycled water, and state-of-the-art facilities including hydraulic beds on the wards and an 'addressograph' machine for printing labels for patients' notes, it was a truly modern hospital for the people of Ashford and surrounding areas.

Many of the staff transferred from the old Willesborough Hospital, and

have been reminiscing about the time they moved sites.

Valerie Hickman, who worked in the maternity department, the first ward to open, said: "I worked nights and on the first night we had to find where the day staff had put everything – luckily no babies were born that night!"

"We made several visits to see the new hospital and the curtains and crockery and so on. The theatres and x-ray department were all partially built at the time – there have been so many changes since then."

Pamela McHugh Verier worked in the canteen when the hospital first opened, with just the maternity department open for patients. She then went on to run the hairdressing salon for 11 years.

She said: "The friends I met there are still my closest friends today. I

have a lot to thank the William Harvey Hospital for."

Others remembered Princess Diana visiting to open the Paula Carr Diabetes Centre, and the birth of sextuplets soon after the hospital opened, and shared memories of staff they had known.

Lynne Sharp, who started at Cambridge M ward as an auxiliary nurse, then worked on Cambridge L and in orthopaedics before training as a staff nurse, said: "Whilst on orthopaedics we had a German lady as a patient who could not speak much English. We taught her some English and she taught us a little German."

"She also asked us to draw round our bare feet and she made us a pair of woollen socks – I've still got mine and wear them in winter. Those were the good old days."



Not just William, also Harvey

A CHOICE of two names come to mind for the first baby born at Ashford's new William Harvey Hospital. And the proud parents, Mr and Mrs Gary and Pauline Davis, of Church Road, Willesborough, had no hesitation in choosing both. Their baby is called Darren William Harvey Davis. "We chose Darren's middle names ourselves – with a little

help from a few other people," said Gary, a 27-year-old lorry driver. Darren William Harvey Davis was born in the hospital's maternity unit at 1.17 pm on Tuesday. He weighed in at 7lb 10oz. And a traditional silver spoon, a Victorian antique, was presented by Mr John Hatfield, the hospital's District Nursing

Officer. It was given by Oclec and Son, the jewellers of Sandgate Road, Folkestone, to mark the special occasion. And to mark their part in the event Gary and 22-year-old Pauline were presented with a bottle of champagne by Mr John Nougher, project manager of French, Kier Ltd, who built the hospital.

Darren William Harvey Davis has a very special link to the hospital – he was the first baby born there.

Mum Pauline Shorter originally went to the old Willesborough Hospital but was transferred by ambulance later that morning.

And Darren arrived at 1.17pm on 1 May, earning the title of the first baby, and an antique silver spoon he still has today.

Pauline said: "We could see everything was all new, and the staff were rushing around trying to find things because it hadn't all been unpacked."

"There were four other women there at the same time, and one was actually there before me, but Darren was the first baby to arrive."

"The staff wanted me to call him William but we weren't keen – the middle names were a compromise!"

Pauline and Darren's dad Gary received a bottle of champagne from the company that built the hospital, which they drank a few years later after discovering it when they moved house.



Children's ward 1979-80.

Nicola Holloway worked in the General Office as a clerical officer assisting the cashier. At the time, ancillary staff were paid weekly and payday was Thursday, when the wages were delivered by a security van in the morning.

The team had to empty the tills and payphones around the hospital, which often meant walking many corridors to

try and find the phones. And they also invoiced patients £12 for ambulances after car accidents.

Nicola said: "It could be claimed on their insurance but I wasn't very popular!"

"Doctors were charged for personal phone calls, and trying to calculate the amounts owing was very time consuming, and led to quite a few differences of opinion."

The William Harvey Hospital replaced the older Willesborough Hospital that had been running since 1928.

It was planned as part of Ashford's expansion, with a budget of £7-8million. Building work started in 1973 and it opened in 1979.

The outpatients department was the first to open, followed by maternity on 1 May. After that,

wards opened every week until September, when 95 per cent of the hospital was open. The final services were transferred in November 1979.

Archive footage, filmed over five visits, takes people behind the scenes of the hospital and can be seen at the University of Brighton's Screen Archive South East website: <http://screenarchive.brighton.ac.uk/detail/779/>



From the top: Pharmacy 1980, Men's ward 1980 Reception 1979.

Trust Awards 2019

Hospital Heroes take home a Trust Award

Some of East Kent Hospitals' hidden heroes were recognised at the Trust's annual awards ceremony.



Invicta Ward Team

Judges had the supremely challenging task of choosing the best from hundreds of nominations.

After hours of deliberation, three finalists were selected for each of the 10 awards and the winners announced at the ceremony in November.

Among the award winners was a midwifery sister who is 'always smiling', a site manager who goes above and beyond to make sure patients can receive inpatient care as close to their homes and families as possible, and a ward team who create memories for patients that will be cherished for years to come.

Becky DuCane, midwifery sister, was the winner of the Leaders of Change award. Her colleagues described her as inspirational, a fantastic advocate and an expert, and told how she has transformed once-dry training sessions into something interactive and fun using role play and games.

No matter how busy she is, she is always smiling and always approachable, and a real asset to the team.

Charlotte Ramsay, Site Management Officer, took home the Rising Star award. Judges heard how she has taken on an all-encompassing role supporting the site management team, discharge lounge and the site as a whole, as well as supporting the team lead with admin duties.

She works above her pay grade to support junior staff, visits wards across the sites to encourage discharges or progress for patients, and liaises with many different hospitals to transfer patients nearer home or for specialist treatment.

Charlotte's team value the experience and ideas she has brought to the role, and say she has been a great asset to the department.



Becky Ducane

And the team on Invicta Ward at the Kent and Canterbury Hospital won the Outstanding Care award, after the judging panel was impressed with their mantra of 'happy staff make happy patients'.

The team has embraced our 'I Can' campaign, to encourage patients to get dressed, and get up and moving, and are determined to provide patient-centred care.

Colleagues describe them as inspirational and aspirational, providing amazing care with a positive attitude. They create memories for patients and their families that will be cherished for years to come, and demonstrate compassion and respect at all times.

One example of the lasting impact of their work involves one of the student hairdressers, who had struggled to connect with her grandfather since he had developed dementia.



Charlotte Ramsay

But thanks to her time on the ward, observing the staff and talking to them, she was able to learn new ways to approach the situation and spend time with her grandfather.

The other winners were:

Trainee of the year: Tasnia Ali, Optometrist

Supporting team of the year: IT team

Clinical team of the year: Haemophilia and thrombosis

Volunteer of the year: Daphne Dore and Ann Skingley, Invicta Ward

Fundraiser of the year: Natalie Daly, intensive care, William Harvey Hospital
Living our Values: Sonia Sivyler, Integrated Children's Services, William Harvey Hospital

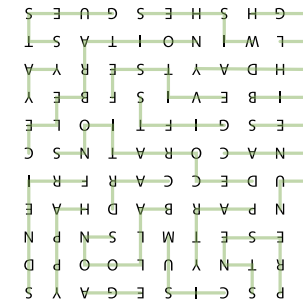
Inspirational Leader of the Year: Ursula Marsh, Head of Midwifery, Gynaecology and Children's Services

Lifetime Achievement Award: Chris Gedge, Assistant Director of Financial Management

BIRTHDAY WORD SEARCH

Find all the hidden words!
Words can bend at 90 degrees in any direction.
Each letter is used only once.

- AGE
- BALLOONS
- BIRTHDAY
- CAKE
- CANDLES
- CARD
- CELEBRATION
- DECORATIONS
- FESTIVE
- FRIENDS
- FUN
- GIFTS
- GUESTS
- HAPPY
- LAUGH
- MUSIC
- PARTY
- PRESENTS
- WISHES
- YAY



C P S C I S E G A Y S
A R T N Y U L O O P D
K E S E T M L S N P N
E N P A R B A D H A E
F U D E C C A R F R I
D N A C O R A T N S C
L E S G I F T I O L E
R I B E V I S F B E Y
T H D A Y T S E R Y A
A L W I N O I T A S T
U G H S H E S G U E S

Fire Service Safe and Well visits get a 10 from Len!

Former Strictly Come Dancing head judge, Len Goodman, has teamed up with Kent Fire and Rescue Service 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.



Let us help you feel



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 they'll have an ID card which states they work for Kent Fire and Rescue Service. They'll carry out some simple checks around your home, such as testing smoke alarms and making sure they're in the best place – and 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.

The officers can also identify any potential fire risks such as overloaded sockets, look at the position of candles, as well as anything that could increase the chance of slips, trips and falls - providing advice about how to enhance safety in your home.

You'll also have chat about escape routes, and they'll go through what the best options are for you in your home in the event of a fire.

The home safety officer is there to help make sure you're safe, provide advice, and answer any questions you may have. The visit will take around 45 minutes, and by the end you'll have peace of mind that your home has been given a thumbs up for fire safety.

Who can have a free Safe and Well Visit?

The visits are tailored to keep people living safely and independently at

home across Kent and Medway, and are available to:

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

How to book

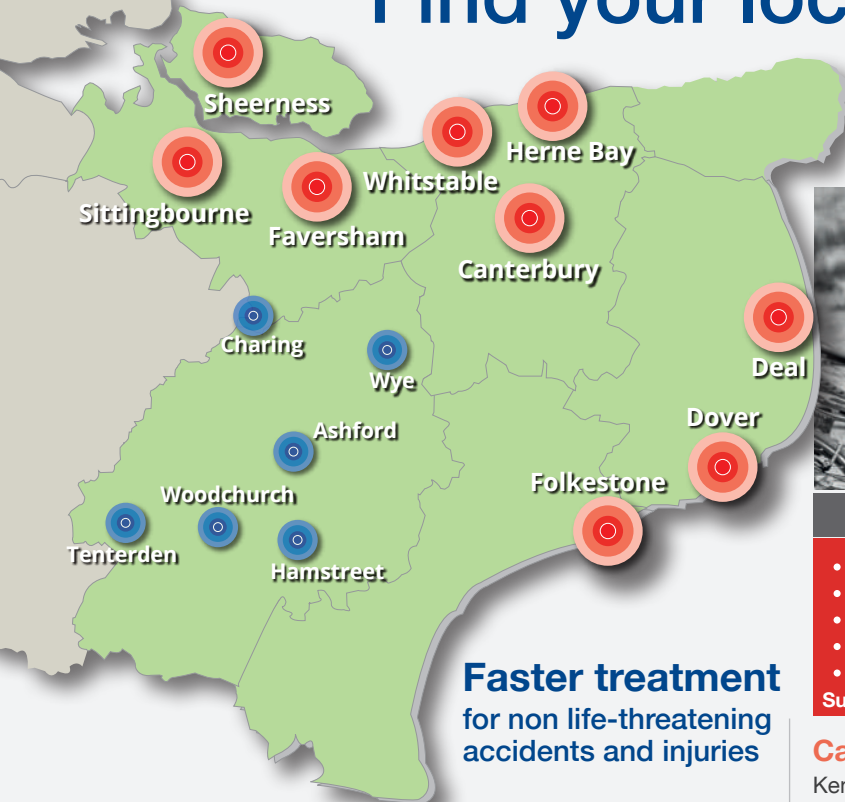
Call Kent Fire and Rescue Service's home safety team on 0800 923 7000 and book your visit today quoting 'Hospital Two', or book on behalf someone you know who could benefit from a home safety visit. You can also book your visit online by searching KFRS Safe and Well.



Kent Fire & Rescue Service

Find your local

Minor injury unit



**Faster treatment
for non life-threatening
accidents and injuries**



Walk-in minor injury units

- Children over one with a minor injury
- Minor eye injuries and infections
- Minor back, shoulder or chest injuries
- Minor burns and scalds
- Insect and animal bites
- Sprains and strains
- Dressings
- Cuts and wounds
- Minor head injuries
- Wound infections

Suspected broken bones or fractures: check listing for X-ray services

GP practices with minor injury services

For recent injuries less than 48 hours old:

- Sprains and strains
- Minor burns or scalds
- Minor cuts
- Severe bruising
- Wound infections
- Minor head, back, shoulder or chest injuries
- Minor dislocations of fingers or toes
- Minor eye injuries or small items in the eye
- Children (any age) with a minor injury
- Insect and animal bites

Please note, GP practices do not have X-ray services

For suspected broken bones or fractures, see the red list of walk-in minor injury units

Ashford: Kingsnorth

Kingsnorth Medical Practice, Ashford Road, Kingsnorth TN23 3ED
Mon – Fri: 8am to 6.30pm
Please call 01233 610140 before attending.

Charing

The Charing Practice, Surgery Close, Charing TN27 0AW
Mon – Fri: 8am to 6.30pm
Please call 01233 714490 before attending.

Hamstreet

Hamstreet Surgery, Ruckinge Road, Hamstreet, TN26 2NJ
Mon – Fri: 8am to 6.30pm
Please call 01233 730190 before attending.

Tenterden

Ivy Court Surgery, Recreation Ground Road, Tenterden TN30 6RB
Mon – Fri: 8am to 6.30pm
Please call 01580 763666 before attending.

Woodchurch

Woodchurch Surgery, Front Road, Woodchurch TN26 3SF
Mon – Fri: 8am to 6.30pm
Please call 01233 860236 before attending.

Wye

Wye Surgery, Oxentun Road, Wye TN25 5AY
Mon – Fri: 8am to 6.30pm
Please call 01233 884585 before attending.

Canterbury

Kent and Canterbury Hospital, Ethelbert Road CT1 3NG
Daily: 24 hours Tel: 01227 864244
X-ray: 24 hours / 7 days a week

Deal

Victoria Hospital Minor Injury Unit, London Road CT14 9UA
Daily: 8am to 8pm Tel: 01304 865313
X-ray: Mon – Fri: 9am to 4.45pm

Dover

Buckland Hospital, Coombe Valley Road CT17 0HD
Daily: 8am to 8pm Tel: 01304 222621
X-ray: Daily: 9am to 4.45pm

Herne Bay

Queen Victoria Memorial Hospital, King Edward Avenue CT6 6EB
Daily: 8am to 8pm Tel: 01227 594756
X-ray: Mon-Thur: 8.30am to 1pm / 2pm to 4pm

Faversham

Faversham Medical Practice, Bank Street ME13 8QR
Daily: 8am to 8pm Tel: 01795 562011
X-ray: Mon – Fri: 10am to 4pm

Folkestone

Royal Victoria Hospital, Radnor Park Avenue CT19 5BN
Daily: 8am to 8pm Tel: 01303 852727
X-ray: Mon – Fri: 9am to 4.45pm

Sheerness

Sheppey Community Hospital, Plover Road, Minster On Sea ME12 3LT
Daily: 9am to 9pm Tel: 01795 879104
X-ray: Mon – Fri: 9am to 5pm

Sittingbourne

Sittingbourne Memorial Hospital, Bell Road ME10 4DT
Daily: 9am to 9pm Tel: 01795 418300
X-ray: Mon – Fri: 9am to 9pm / Sat & Sun: 10am to 8pm

Whitstable

Estuary View Medical Centre, Boorman Way CT5 3SE (Sat nav: CT5 3RL)
Daily: 8am to 8pm Tel: 01227 284309
X-ray: Daily: 8am to 8pm