

SUMMER
2022

NHS

East Kent
Hospitals University
NHS Foundation Trust

William Harvey • Queen Elizabeth The Queen Mother
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YOUR hospitals

your health

**In the
spotlight:
Staff star in TV
documentary**

**Miracle baby:
Family thank
teams who saved
the lives of baby
Enzo and his
mum**

**Hospital heroes:
Dozens of colleagues are honoured
with The British Citizen Award**

We care

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A message from our new chief executive, Tracey Fletcher



It is a real privilege to work for the NHS and to have joined East Kent Hospitals as its new chief executive.

I have been the CEO of a Trust in London for the past nine years, however this role in east Kent is particularly special because this is my local Trust.

I have been a resident of east Kent for many years so I understand the important role of the Trust and its hospitals in the community, as both a care provider and as an employer to

more than 9,000 local people.

These are challenging times for the NHS as we recover from the pandemic, and our staff are working incredibly hard to reduce the long waiting times this has created for some of our services. We also want to find ways of improving our services to ensure that we are able to provide good care to every patient, every day.

In the short time I have been with the Trust, I have met many of the fantastic staff working with us. You can read about some of them in the

pages of this magazine. Whether it's the teams working together to save lives in our emergency department, as demonstrated in a Channel 4 documentary, or the dedicated neonatal teams helping care for miracle babies like little Enzo, each person is passionate about their role and the difference it makes to you, our patients and communities.

'I thought our daughter would grow up without her dad'



Cheryl Waters and Olly Toole with baby Lily

A couple whose daughter was born while her dad was being treated for Covid-19 in the same hospital have urged people to take the virus seriously.

At one point, Cheryl Waters thought baby Lily would grow up without dad Olly Toole, as she was called to say goodbye. But after more than three months in hospital, in London and the Queen Elizabeth The Queen Mother Hospital in Margate, he was finally able to go home three days after her birth.

The couple, who live in Sturry near Canterbury, are now adjusting

to life as a family while Olly continues his recovery from the virus which almost cost him his life.

Cheryl, 30, said: "When I first found out I was pregnant, never in my wildest dreams did I think this is what would happen.

"If I think back to everything we have been through it seems almost unreal. I was seven months pregnant when I had to go to London to say my goodbyes – that was the hardest day of my life."

Olly first tested positive for the virus in December, and immediately felt unwell. His condition deteriorated and he found it hard to breathe, so the couple dialled 999 and he was taken to the QEQM by ambulance.

The 32 year old said: "When I got to hospital, the doctors said my oxygen levels were low and my blood pressure wasn't great either. But I still didn't think it was that serious.

"I was taken to intensive care but I wasn't on a ventilator so I thought I was improving, but on Boxing Day things started going downhill."

He was transferred to a specialist ward at St Thomas's Hospital in



Olly Toole practising standing while in hospital

London where blood was pumped to a machine that removes carbon dioxide, with oxygen-filled blood being sent back to his body.

Cheryl, who also tested positive but recovered well, said: "The hospital called me on Boxing Day to say he was going on a ventilator and they held the phone to his ear for about 10 seconds so I could talk to him.

"It was horrendous, but thankfully he doesn't remember it.

"We are so grateful to the staff at St Thomas's and the QEQM – they were so nice and supportive to both of us and I couldn't have wished for better nurses or physios. They all went out of their way for us, and even the man on reception and the car park attendant were lovely."

TV series shines a light on emergency trauma care



Some of the emergency department team

Staff at William Harvey and Kent and Canterbury hospitals featured in a Channel 4 documentary series about major trauma care.

Emergency was shown over four nights at the beginning of March and is available on demand on All 4.

The series shines a spotlight on London's major trauma system and showcases the dramatic improvements in patients' survival chances since the network was created over a decade ago.

Dr Tasha Newton, the Trust's major trauma director, who features in the series, said: "We are extremely proud to participate in this exciting new series. Emergency recognises the enormous team doctors, nurses, therapists, radiographers, porters,

clerical staff and many others involved in helping people survive and recover from traumatic injuries."

East Kent Hospitals was invited to participate in the series due to its excellent reputation for major trauma care. William Harvey Hospital is the only regional trauma unit to feature in the series, alongside London's four major trauma centres and the capital's Air Ambulance.

Emergency brings to life how experts from the different hospitals work together to ensure patients have the best possible outcomes from what can be life-threatening or life-changing injuries.

TV crews spent two weeks filming at William Harvey Hospital last summer following patients with traumatic injuries, including road

traffic accidents and falls. Filming continued throughout last autumn as patients continued their recovery locally, including at Kent and Canterbury and QEQM hospitals.



Tasha Newton.



Recording the arrival of the air ambulance



Crews spent two weeks filming at the William Harvey Hospital

When 18-year-old Leyton Bridgewater set off on his motorbike one summer's evening, it was just the same as any other journey.



Dr Natasha Newton with Leyton soon after he arrived in the emergency department

But he ended up crashing into a traffic island, leading to horrific leg injuries that needed specialist surgery at Kings College Hospital in London to repair.

Leyton's treatment and recovery was filmed as part of the Channel 4 documentary, Emergency.

The teenager, from Ramsgate, said: "It's definitely not something I expected, and it is very weird to see yourself on TV lying in a hospital bed.

"But I decided to go with it and let them film and I'm really happy with how it turned out.

"The medical teams were amazing, particularly the nurses who looked after me, and I'm really grateful to them all for everything they did."

Leyton crashed in July 2021 after his vision was temporarily blocked by his helmet lifting up – as he went to pull it down he lost control of his motorbike.

He said: "I remember bits and pieces. I tried standing up but my leg was folding the wrong way and I couldn't. Then I think I just zoned out until the paramedics arrived and gave me gas and air.

"I remember being in the ambulance and they tried to straighten my leg, then I remember arriving at the hospital in Ashford."

Crews filmed the transfer from the air ambulance, and Leyton's

arrival in the emergency department of the William Harvey Hospital, where medics were waiting for him. He had a CT scan and x-rays and doctors were concerned about the risk of infection because the bone had broken through the skin of his leg, leaving an open wound. They decided to consult specialists at Kings College Hospital, who agreed to take on the case, and Leyton travelled the 60 miles to London by road ambulance.

Leyton, who also suffered injuries to his arm, said: "I was quite out of it

but I remember them telling me the bone had snapped.

"I work in construction so I was worried about work, especially when they said it wasn't a simple break and it needed surgery.

"But I have been able to go back to work, although I still have some appointments with the physios and at Kings.

"It's been hard work to get the strength back and it still doesn't feel perfect but I'm lucky it wasn't worse.

"I watched a preview of the programme with my parents, who weren't able to visit that often when I was in London because of the distance, and it was definitely interesting to look back at everything that happened."

Emergency also follows the story of Frazer Jardine, who suffered spinal injuries falling off a cliff in Ramsgate. More patients are expected to feature in the second series.

Recovering from a major trauma doesn't stop when you are discharged from hospital – some patients have months of rehab ahead of them.

Leyton worked with physiotherapist Wian Opperman to help him regain movement and strength in his leg after his accident.

Wian, who is based at the QEQM hospital in Margate, said it was rewarding to see the improvements over the course of the treatment.

He said: "Some people think when they go home then that's the end of it and they can get back to normal life but for patients like Leyton, who have suffered a major injury, it's not that simple.

"Leyton has been fantastic at working with us to develop his muscle strength. While we can give him advice and information, it's all his own hard work at home that has yielded results.

"It was fascinating to be part of the documentary and I hope people find it interesting to see what goes on behind the scenes in a hospital."



New unit will bring more cutting-edge research to east Kent

A dedicated Clinical Trials Unit will open at the Queen Elizabeth The Queen Mother Hospital in Margate this summer.

The unit will be the only specialist clinical space dedicated to research in a hospital in Kent, and was created after a £1.6million refurbishment of the old Reculver Ward.

It will benefit patients across Kent, meaning people will no longer need to travel to London to take part in trials of the latest drugs or medical devices.

Ms Jessica Evans, director of research and innovation and a colorectal surgeon at the Trust, said the team would be working with local universities and the Kent and Medway Medical School as well as commercial partners to develop studies.

She said: "The Covid-19 pandemic has really shone a spotlight on the importance of research in developing new treatments, and we have recruited thousands of people to Covid-related research studies.

"When the new unit is fully operational we will be able to deliver even more research, with dedicated pathology and pharmacy areas as well as four beds so we can closely monitor people who are taking part in the trials.

"The project is hugely significant to the Trust and represents a commitment to put research at the heart of everything we do, which will mean that we can offer state-of-the-art treatments to our patients, who will be helping to develop the future of healthcare."

Part of the funding came from a £140,000 donation from Margate-based Hornby Hobbies, from the sale of their limited-edition Captain Tom Moore locomotive. Just 500 models were planned but, due to

massive demand, 3,500 were actually produced. The 00-gauge engine is a replica of GB Railfreight's engine dedicated to 100-year-old Captain Sir Tom, who raised more than £32million for the NHS by walking around his garden during the first wave of the coronavirus pandemic.

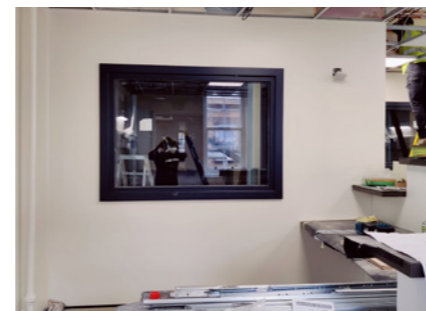
The unit will host both major commercial studies such as trials of new drugs, as well as home-grown research led by EKHUFT clinicians.

This includes the ongoing Berry trial, investigating whether black elderberry liquid is an effective treatment for Covid-19.

To find out more about raising money for our hospitals with East Kent Hospitals Charity, visit: <https://www.ekhcharity.org.uk/make-a-difference/helpingyourhospitals>



Contractors at work during the refurbishment



The new unit is due to open this summer

New lab puts dentistry on the map

Trainee dentists across Kent, Surrey and Sussex can use a new dental training lab at the Kent and Canterbury Hospital.

Health Education England funded the facility, and it was made possible thanks to a partnership between East Kent Hospitals, Zgether Support Solutions and the Trust's Medical Education department.

It was officially opened by Peter Briggs, Dental Dean at Health Education England (HEE).

He thanked everyone who had made it possible, adding: "I think this really is a fantastic facility.

"We are committed to making East Kent more visible for dental training and to putting dentistry on the map here.

"The next generation of trainees going through this facility are very lucky indeed."

The lab includes stations with dentists' chairs, and simulated patient head models that students can practise on. Each has lighting and full equipment that would be



The opening of the new dental lab

found in a dental practice.

Dr Bandipalyam Prathibha, director of medical education at East Kent Hospitals, said it was already proving popular with trainee dentists and maxillo-facial surgeons.

She said: "We are grateful to everyone at Health Education England for making sure this became a reality.

"Our trainees really appreciate the value of it and enjoy using this facility. It is very well supported, particularly by practising dentists who appreciate that it is local to them and means they don't need to travel to London for their professional development."

Welcoming the doctors of the future

Students had a taste of life as a junior doctor when work experience sessions could be re-opened.

The popular MedStart4U programme had to be paused due to the coronavirus pandemic but staff welcomed dozens of school pupils to the QEKM and William Harvey in April.

They were able to try their hand

at clinical skills including suturing, keyhole surgery, taking blood, x-rays and physical examinations.

Fern Arnold, 17, who attends Dover Grammar School for Girls, said she relished the opportunity to attend the sessions in person.

She said: "It has been a fantastic day and the activities on offer are things you can't really experience on a webinar.

"I would definitely recommend it to other people who are considering medicine as a career."

Other sessions included advice on applying to medical school, the opportunity to question pretend patients and discuss treatment plans, and a chance to ask questions of current medical students.

Susan Kennedy, associate director of medical education, said the team was delighted to be able to welcome students back for the taster days.

She said: "These taster days offer a great insight into what a career in medicine involves.

"Our medical students act as mentors for the day, giving the young people their personal experiences, and the skills sessions are always popular.

"It was fantastic to meet so many students who were so passionate about their future careers and I hope we will welcome some of them back as junior doctors in the future."



Left: Fern Arnold tries some laparoscopic surgery



Jessica Evans with the cheque and the limited edition engine

'We will tell our grandchildren about the incredible teams who saved our lives'

"He's our little miracle baby, and he wouldn't be here without the fantastic teams at the William Harvey Hospital."



Yvonne and Paul have a first cuddle with baby Enzo Alexander

So say Yvonne and Paul Welch, who live in Ruckinge, near Ashford, with their five children – including baby Enzo Alexander who was born 12 weeks early and spent 99 days in the hospital's Neonatal Intensive Care Unit.

From the maternity teams who cared for Yvonne before his dramatic birth, to the neonatal outreach team who visited them at home when they were finally discharged, the family say the staff have been



Yvonne cuddles baby Enzo Alexander in hospital

their saviours, saving both Yvonne and Enzo's lives and supporting them as they adjusted to life with a premature baby.

Enzo was born in September by emergency caesarean section after 37-year-old Yvonne suffered a life-threatening bleed. She had previously been diagnosed with placenta praevia, where the placenta is attached low down in the womb, covering the cervix.

She said: "I'd had some bleeding

but I was taking it easy and we weren't overly worried.

"But if I hadn't been in hospital for monitoring when it happened, we would have both died.

"In three and a half minutes I lost pretty much all the blood in my body. It was like someone had turned on a tap.

"I remember when they said they were going to keep me in, I really didn't want to stay and I thought it was unnecessary – but if they hadn't we wouldn't be here today. That decision, and their quick actions, saved our lives."

Enzo was delivered within minutes but Yvonne was in theatre for several hours as medics struggled to stop the bleeding, and eventually had a hysterectomy to remove her womb. She had to spend time in the critical care unit and was in hospital for two weeks.

She said: "I couldn't see Enzo for the first few days and when I finally did I was so scared. I didn't know if he was going to survive.

Enzo Alexander in hospital



"He was absolutely tiny and looked a bit like a little alien, he looked so fragile.

"But the whole team in NICU were unbelievably reassuring, and they made us feel so safe; we knew he was in good hands."

Tragically, Yvonne's dad became seriously ill and just two days after she was discharged from hospital she had to travel to Scotland to see him – leaving Enzo in hospital.

She said: "The staff in the NICU got me through one of the hardest times of my life, with Enzo being so ill and then losing my dad.

"I had no concerns at all about leaving Enzo with them; they were like angels.

"They were so compassionate and empathetic, you could tell they loved their work and they loved helping and comforting us.

"I honestly can't praise them enough for everything they have done."



Enzo Alexander is now thriving

TV fame for triplets

Triplets Harry, George and Oscar were just eight weeks old when they appeared on television screens nationwide alongside some of the country's favourite stars.



Triplets George, Harry and Oscar appeared in Call The Midwife

The babies, who were born at the Queen Elizabeth The Queen Mother Hospital in Margate last summer, were selected to feature in Call The Midwife's Christmas special – and mum Kaitlin Beverley also had a taste of fame alongside them.

Covid rules on the set of the BBC drama meant that the actors weren't allowed to hold the boys, so Kaitlin's legs featured in one scene, and her arms in another.

The 30 year old, who works in the medical devices industry, said: "It was a fantastic experience and something we'll be able to tell the boys all about when they are older."

Kaitlin, who has a twin brother, discovered she and fiancé Ollie Towner were expecting triplets when

they had an early scan at eight weeks.

The pregnancy was straightforward, apart from severe morning sickness, and the boys were born by planned caesarean section at 34 weeks. Harry was born first, then George, and they spent two days in the special care baby unit. Oscar was born last and was the smallest, and needed another four days of special care.

Kaitlin said: "As a family, we are so very grateful for the care we received during the pregnancy, and especially delivery.

"From the midwives, Special Care Baby Unit team nurses, to the consultants who helped deliver our boys safely, all five of us were cared for so well when we were in hospital."

Congratulations to our winners!

Dozens of staff were rewarded for their dedication, compassion and courage at a ceremony to present them with The British Citizen Award.

Almost 50 staff received the award, dubbed the People's Honours and designed to recognise individuals doing extraordinary things for the good of the country. Just two per cent of those nominated are chosen to receive the award.

In an emotional speech, outgoing chief executive Susan Acott said she was proud and humbled to be able to witness the presentations, and paid tribute to teams' work over the past two years of the coronavirus pandemic.

She said: "I always felt it was akin to a war. I don't think I could describe it in any other way.

"You have been tested to the limit and not been found wanting. I am very proud to work with you all and to call you my team."

Awards co-founder Mike Faulkner said each and every person receiving an award was a worthy recipient.

He added: "It was a privilege to share the platform with so

many inspirational individuals who had each contributed, in so many different ways, to saving lives. Each and every person receiving The Award was absolutely worthy.

"Luckily in our communities around the country we often witness kindness, consideration and selfless giving, but to see that replicated amongst the colleague community of EKHUFT was extraordinarily rewarding.

"Each medallist could have claimed that they were just doing their job, but they were doing it with absolute distinction, often with bravery, and always with flair – and against a 2-year-long backdrop of Covid-19. These are exceptional people and we thank them for their contribution".

Trust chair Niall Dickson said the winners demonstrated the very best of the NHS, and thanked them on behalf of the board and their colleagues.



Hitendra Tanwar

Emergency department Dr Hitendra Tanwar was nominated by almost 20 of his colleagues for a British Citizen Award.

One of the projects he initiated at the Trust is same day emergency care, allowing patients with certain conditions to be assessed, diagnosed and treated rapidly so they can go home the same day. It has reduced waiting times in the emergency departments, and avoids the need for a bed to be found on a ward.

One of his colleagues said: "Throughout Covid Dr Tanwar has worked every day to support the front door and his team, covering gaps in the rota and ensuring patient safety is met. All the staff have felt supported by him."

Others described him as 'exceptional' and said working with him was like experiencing 'a masterclass'.

Another nomination added: "Dr Tanwar has been an amazing doctor in the ward while dealing with patients' care. He shows all 6Cs: care, compassion, competence, effective communication, courage and commitment."

Colleagues from maternity and the Special Care Baby Unit were among those honoured with The British Citizen Award.

They include Tracey Twyman, a nurse who used her skills caring for premature babies to look after critically ill adults during the coronavirus pandemic; Sandy Davies, a maternity care assistant who came back to the profession after retiring; and Jessica O'Reilly, a midwife who has worked tirelessly on improvements to patient care.

Tracey was one of six clinicians from the Special Care Baby Unit at the QEJM who spent three months working additional shifts with adults during the first wave of the pandemic.

She said: "It was quite scary for us to begin with – I'm a paediatric nurse, then I trained in neonates, so I had never looked after an adult.

"But they asked for volunteers to work alongside experienced adult critical care nurses, and I said I would go first from my team to see what it was like.

"We soon realised it was actually really similar – the patients are just much, much bigger! We had to get used to everything being supersized, but a ventilated patient is a ventilated patient, whether tiny or adult sized."

Sandy was presented with the award for her work caring for women and people who need planned caesarean sections to deliver their babies at the William Harvey Hospital. She acts as a single point of contact, from booking the date and organising pre-op tests to helping to reassure families in the operating theatre, after stepping into the role to cover a colleague's sick leave.

But the modest mum, who rejoined East Kent Hospitals in 2017 after retiring two years earlier, insists she was just doing her job.

She said: "It was lovely to be recognised but I just come to work

and do my best for our families and the team.

"Every delivery is different, and it's pure magic every time. When the baby cries for the first time and you see the elation on the parents' faces it is a wonderful moment.

"We are with people at their most vulnerable time and it is a privilege to be able to share that with them. Sometimes they don't know the gender and the whole theatre will fall silent as we show them the baby so they are the first to see.

"It really is amazing."

Jessica, who is based at the Kent and Canterbury Hospital, was nominated by colleagues for her 'tireless' work on improvements within the maternity service.

She said: "I felt very humbled. I just come to work and do my job, and make sure we are doing the best for our families.

"My goal is to continuously raise patient safety standards and do whatever I can to make sure we are providing the best care to our families.

"I took on the role because I wanted to see what else I could do to make our service better. We have come on a journey and that change has happened and the team are really receptive."

The Trust has made significant improvements to its maternity service in recent years, including recruiting additional consultants to provide a 24-hour consultant presence at the William Harvey Hospital, and until 10pm at the QEJM. More senior midwives have also been recruited together with additional staff, including specialist midwives.

The Trust is also working closely with the Maternity Voices

Partnerships to ensure women and families are actively involved in developing and improving services.

This year, improvement plans include reviewing the hospital environment and equipment, appointing a digital midwife to help support the move to fully electronic records, and adding additional tests and scans for people at risk of pre-term labour or growth-restricted babies.



Tracey Twyman



Sandra Davies



Jessica O'Reilly



National award for 'champion' Liz

A nurse from Ashford has been named Diversity and Inclusion Champion of the Year in a national awards ceremony.



Liz Curr, who spent 23 years working for East Kent Hospitals at the William Harvey Hospital and the Kent and Canterbury Hospital, won the accolade at the Nursing Times workforce awards, for her work on a training programme around the importance of using the correct personal pronouns.

The training was developed as a result of her experiences as a trans woman, both as a nurse and as a patient, and aimed to highlight the impact misgendering someone can have.

The 52 year old, who has two sons and a granddaughter, was given a standing ovation by delegates when she received her award, but insists it was a team effort.

She said: "I could not have done any of the work in isolation. If it wasn't for some amazing individuals, none of it would have happened. From the loving acceptance and moral support of my family to be the best and happiest version of me I could be, to the support of close friends and colleagues, as well as university tutors and managers; it all helped me to use my personal story as a positive teaching aid.

"I have always felt education is the key to understanding, and by raising knowledge and awareness about LGBTQ+ issues it might improve standards of care by encouraging people to be totally holistic and completely patient-centred.

"Getting a gender pronoun wrong, even accidentally, is hurtful and dehumanising. As a trans person I was acutely aware that most of the time when misgendering happened it was not aimed at hurting anyone, but it was still wrong – and many people did not understand why I corrected them or the implications of getting it wrong."

Growing up, Liz always felt she didn't quite fit in; enjoying girly chats with her sister and letting her experiment with different make-up techniques on her, as well as playing football with the lads.

She said: "I don't know how old I was when I tried on girls' clothes, or even why, but rather than feeling odd or awkward it was almost like being at home and at ease.

"I had girlfriends, my sexuality was never in doubt, and I didn't identify as trans. I just viewed myself as male with a lot of female traits."

In 2007, Liz was diagnosed with a rare form of metastatic skin cancer, and it prompted her to re-evaluate her life.

She said: "I questioned everything – my job, my career, my self-worth, and whether I was happy.

"It led to a period of reflection that helped me to accept who I really was, and to embrace my life as Liz.

"The decision came with awfully high stakes and huge uncertainty,

about my career, my family and friends, as well as fears about social acceptance. But it gave me a new-found confidence to embrace the decision and follow my convictions."

When Liz went back to work after her cancer treatment she came out as trans to some people. Then when she switched from working at the Kent and Canterbury Hospital to the William Harvey she was openly trans. She started her transition in September 2015, getting the go-ahead for surgery in 2019 and having the gender-affirming procedure in spring 2020.

Liz became chair of the Trust's first LGBTQ+ staff forum, and last year helped organise the first Equality, Diversity and Inclusion Conference, where many colleagues were moved to tears after hearing her story.

Since then she has worked with Canterbury Christ Church University, Sussex Police, the merchant navy and a fostering agency to help raise awareness of trans issues.

She also worked with teams across the Trust to help improve the care they give to patients who identify as trans.

Liz said: "I heard from the paediatric team that the training I gave them changed a young person's life, and there is nothing more important than that.

"The trans community is larger than the community of people with type one diabetes, or with dementia or asthma, but everyone knows something about those conditions and it seems very few people know about trans issues.

"All I have tried to be is a good ambassador for my community; to promote dignity and civility and above all humanity – we are all humans, however we identify, and we should treat each other with compassion and kindness always."

Making sure your voice is heard

Your feedback is one of the best ways to improve our services, and our maternity team are asking women, birthing people, and their support partners for their views on their experiences during and after pregnancy.

We have been able to make several changes thanks to the feedback already provided, from expanding our infant feeding team with more community-based posts to share information during pregnancy, to providing more options for where you can have your post-natal care.

Mum Rebekah Maughan, 27, worked with the team at the William

Harvey Hospital after the birth of her daughter Nora, now four.

She was induced after suffering complications in her pregnancy and Nora was born after a traumatic three-day labour.

One of the areas she felt could be improved was the homeliness of the delivery rooms, so she gifted four nature-themed paintings to help make them more welcoming.

Rebekah, who lives in Whitfield, near Dover, with husband Josh, Nora, and their six-year-old son, said: "I wanted to take a positive out of a negative, and the idea of helping other parents helped me as well.

"The team were so receptive and wanted to know what could be improved.

"Matron Jo Olagboyege and the team were so welcoming and really wanted to make the service the best it can be."

If you would like to share your feedback on our maternity services, email ekhuft.pem@nhs.net



Rebekah Maughan with daughter Nora and one of the pieces she donated

Schoolgirls are community heroes



Lord Mayor of Canterbury Cllr Pat Todd with the girls

Three schoolgirls have been named community heroes after raising money for the hospital where one of their mums was treated for breast cancer.

Darcey Parry, Amber Nicholson, and Eva Ovenden made and sold hair

scrunchies, bookmarks, hair clips and bracelets and raised almost £200 for the League of Friends of the Kent and Canterbury Hospital.

When they handed over their profits to the charity, in return they received special certificates from

Cllr Pat Todd, the Lord Mayor of Canterbury, who is president of the League of Friends.

Cllr Todd told the trio, who are all aged nine, they deserved the title of community hero.

He said: "What you have done is truly inspirational and you are three very special people.

"When someone goes out of their way to help others in the way you all have, it is right that we say thank you and recognise your efforts for the community.

"I am delighted to name you as three of my heroes."

The money will be used to benefit patients at the Cathedral Day Unit, where Darcey's mum Sam was treated.

She said she was incredibly proud of her daughter and her friends.

Sam said: "The girls gave up so much time and energy to make the things to sell, and I think they are fantastic."

New critical care unit provides the best experience for patients

A brand-new critical care unit, that will benefit some of east Kent's sickest patients, has opened at the William Harvey Hospital in Ashford.



Jane Kirk Smith with former patient Suzanne Folkard and Dr Mark Snazelle

Funded by £14 million national NHS investment, the new 24-bed unit contains four separate six-bed treatment areas, each with two isolation rooms, and dedicated areas for family and visitors, to provide the very best care and experience for patients and their loved ones.

The hospital's critical care specialists have been heavily involved in the design and delivery of the two-storey, purpose-built unit, which has been shaped by learning from the Covid pandemic.

Tracey Fletcher, chief executive said: "The experience gained through the challenges of the Covid pandemic has enabled our clinical teams to design and help deliver an outstanding new critical care unit that will help us significantly improve care for our patients."

The unit also invests in staff training and wellbeing, with a state-of-the-art simulation training suite, and dedicated rest areas, changing

rooms and work spaces, on the unit's second floor.

Dr Mark Snazelle, the Trust's lead doctor for critical care said: "This new unit is a fantastic boost for our team and is the best possible environment for us to care for our most critically-ill patients."

Yvonne Davis, William Harvey Hospital's longest-serving nurse, opened the new unit, 43 years after her first shift at the hospital on its



opening night in 1979.

She said: "It's been exciting to see the plans for the new unit develop and help get the unit ready to open. I am so proud of the team and I can't wait for my first shift on this fantastic new unit!"

Suzanne Folkard, 49, from Whitstable, spent three months in the care of the William Harvey's critical care team in 2018 following a life-threatening illness.

Speaking at the unit's opening Suzanne said: "Critical care staff go the extra mile to care for their patients, which is something my family and I experienced when they were saving my life.

"Covid has highlighted their amazing hard work and dedication and I am so glad that with this new, larger unit, the team will be able to help more critically unwell patients, the way they did for me."

Jane Kirk Smith, critical care matron, thanked the many different teams involved in delivering the new unit, including construction partners MTX, 2Gether Support Solutions, teams throughout the Trust for their commitment to getting the unit ready for patients, and the nurses, doctors and support staff.

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Inside the new unit

East Kent Hospitals Council of Governors

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You can contact our governors and find out more about them on our website at www.ekhuft.nhs.uk/governors. We have vacancies for governors in Swale and Folkestone and Hythe.

Staff governors are members of the Trust's staff and public governors are members of their local communities. Partner governors are representatives of other parts of the public sector, for example the voluntary sector, education or local government.

Governors are elected by members of the Trust, they work closely with the non-executive Directors of the Trust and have other duties such as appointing the Chairman and non-executive Directors.

Our members receive news and invitations to events and an invitation to our annual members' meeting.

We would like your suggestions to help us to improve the way we communicate and engage with the public, we would love to hear from you.

Council of Governors



A close-up photograph of several hands of different ages and skin tones being held together in a supportive grip.

My Planned Care

Latest information and support for people waiting for a hospital appointment, operation or treatment in the South East.

The NHS has recently launched the My Planned Care Patient Digital Platform which gives you direct access to the latest average wait time information for East Kent Hospitals, as well as helpful advice and support whilst you wait.

As well as wait time information, the platform also includes helpful details about how to manage your pain, mental health, keeping healthy, and accessing financial help and other local support whilst you wait. It can also help you to prepare for your appointment/operation, including how to make a plan for your care and treatment alongside your healthcare professional.



www.myplannedcare.nhs.uk