

Summer/Autumn 2018

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East Kent
Hospitals University
NHS Foundation Trust

your **HOSPITALS** *your health*

William Harvey • Queen Elizabeth The Queen Mother • Kent and Canterbury • Buckland • Royal Victoria

CELEBRATING 70 YEARS OF THE NHS



HOSPITAL... AT HOME

How our award-winning team of nurses is bringing hospital care to patients' homes

Plus:

A year at East Kent Hospitals – our bite-sized annual report



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welcome

Message from Susan Acott,
 Chief Executive of East Kent Hospitals

It's incredible how much healthcare has changed since the NHS was launched 70 years ago – the advances in medicine, the inventions made within the NHS and UK research programme, and not least the civilizing aspect of healthcare that is available when needed, not on the ability to pay.

While today's NHS has many issues to resolve, we remain proud of it and what it represents – and we have high ambitions to continue to improve the service. We're also extremely proud here in East Kent Hospitals of our staff who were recognised in the national NHS 70 celebrations for their contribution to the NHS and to the health and quality of life of patients. Their stories, and the NHS story, are celebrated in this magazine.

We are also extremely proud that the biggest recruitment campaign in the history of the NHS was shot at East Kent Hospitals. We have amazing staff here and

this campaign has been a great opportunity for them to show the fantastic job they do every day.

Our nurses, doctors and therapists are superb, as are our admin staff and all the other people that support our clinicians and make the hospitals run.

I hope the campaign will inspire more people to want to join the NHS and in particular want to work in east Kent.

As well as celebrating the rich history of the NHS, we are looking forward to the future. Our ambitions for the Trust and our plans to improve are included in the 'bite-sized' summary of our annual report starting on page 9.

Our full annual report and accounts will be presented at our annual members meeting on 10 September, which you are very welcome to attend. Please see page 19 for details of how to book your place.

I hope you enjoy reading this issue.
 Best wishes

Susan

NEWSINBRIEF

Care packs help support relatives

Relatives who visit loved ones who are in hospital at the end of their life will be offered basic comforts to help them through their stay.

Families often spend prolonged time in hospital when their loved ones are at the end of life, and Comfort Packs have been designed to help them when they have no essential items with them, but don't want to leave the bedside to get basics like a toothbrush or deodorant.

The packs, which include basic toiletries, are provided by the Patricia Morley Fund - named after a long standing Trustee of Pilgrims Hospices, who worked tirelessly to promote excellent nursing.



Jan Hyde and Nicky Cerullo, Macmillan End of Life Care Facilitators

East Kent Hospitals staff star in biggest ever NHS recruitment drive



Staff and patients from across East Kent's hospitals are the feature of the biggest NHS recruitment drive in its 70 year history.

Filmed in William Harvey Hospital, Ashford and Queen Elizabeth The Queen Mother Hospital, Margate, the 'We are the NHS' campaign highlights the extraordinary work that staff across East Kent Hospitals do every single day.

As one of the largest hospital trusts in England, with five hospitals and community clinics serving a population of over one million people, East Kent Hospitals was perfectly placed to demonstrate the care, cutting-edge treatments, research, innovations and life-saving operations that the campaign needed.

One of the staff members featured, Michelle Eaton, who works in the Cardiac Catheter Lab at William

Harvey Hospital said: "I qualified as a nurse 20 years ago. I love my job and I work with a great team so it was really important to me to be part of a national campaign bringing more nurses into the profession.

"I started working as a general nurse, working across the different specialties in the hospital. I have tried different nursing roles in my career so far; there are so many you can try. I find cardiac nursing really rewarding because you have such a positive impact on patients.

"There are many more specialist nurses roles on offer to people today than when I first starting working in the NHS. It's a really diverse and rewarding career, both within and outside the hospital."

The campaign aims to increase the total number of applications into the NHS by 22,000 as well as double the numbers of nurses returning to practice and improve retention of staff in all

sectors. It will recognise the incredible contribution and impact of NHS staff who treat over one million patients every 24 hours across the country in GP surgeries, hospitals and at home.

Caroline Mackenzie, a Surgical Matron at the William Harvey Hospital in Ashford, said: "I wanted to be a nurse since I was eight years old, as I saw the nurses who supported my granny as she was dying. I began training in the 1980s, and have worked here at the William Harvey ever since.

"I have been a nurse for 32 years, and every day is completely different but I love my job as much as I did when I was 18.

"I am keen to encourage others to take up a career in the NHS; it is diverse, there's always something to learn and you can give so much. The opportunities are all around you."

Want to work with us? You can find jobs on our website at www.ekhuft.nhs.uk

Changes at the top East Kent Hospitals has a new Chair and Chief Executive



Susan Acott with Emergency Department staff

Professor Stephen Smith took over the reins as Chair of the Trust on 1 March, from the role of Non-Executive Director for Great Ormond Street Hospital.

A gynaecologist by training, Stephen has held prominent positions including as Professor of Obstetrics and Gynaecology at the University of Cambridge before

becoming Principal (Dean) of the Faculty of Medicine at Imperial College, London.


He led the formation of the UK's first Academic Health Science Centre at Imperial College Healthcare NHS Trust and was the Trust's Chief Executive from 2007-2011.

Susan Acott was appointed as the new substantive Chief Executive of East Kent Hospitals in March, after acting as interim Chief Executive since October 2017. She was previously Chief Executive at Dartford and Gravesham NHS Trust, a post she held for eight years.

Susan has significant NHS leadership experience, having held senior positions in the NHS in Manchester, Merseyside, York and London. Susan is also a Chief Executive member of NHS Employers' policy board. Earlier this year, Susan was named by the Health Service Journal (HSJ) as one of this year's HSJ top 50 trust Chief Executives.

Susan said: "It has been a privilege to meet and work with excellent and committed staff at East Kent Hospitals, and I am very much looking forward to continuing to work with staff, patients and the communities the Trust serves to provide excellent hospital services for local people."

Hospital...at home!



"It meant I could do the things I enjoy, like go for a walk on the sea front, spend time in the garden or just read a good book."

When Philip Childs was rushed to hospital with a shooting, agonising pain in the base of his spine, he was naturally worried he would spend a long spell in hospital.

But part way through his treatment he was offered the chance to safely return home and carry on as an inpatient with the same level of care thanks to East Kent Hospitals' award-winning Hospital at Home team.

Philip, 73, from Herne Bay, said: "Although all the medical staff I have met are great and work really hard no one wants to spend too long on a hospital ward – there is too much routine and, of course, the danger of infection.

"When I was taken to hospital I was so poorly I had to spend five weeks under close supervision, but part way through – when I had 11 weeks left as an inpatient, I was told I could do that at home and get the same level of care. Naturally, I jumped at it.

"It meant I could do the things I enjoy, like go for a walk on the sea front, spend time in the garden or just read a good book. It was also better for family to visit, especially my young grandchildren."

Philip had returned from a holiday in Cornwall with wife Carol when he first felt the pains in his spine in July last year.

Seven years previously, in 2010, he had undergone a stem cell transplant for blood cancer and was receiving ongoing chemotherapy treatment – which he will need for the rest of his life.

Philip, a grandfather of five and former ambulance technician, was understandably worried the pains he felt may be related to his cancer, which caused a great deal of anxiety and concern for himself and Carol, a retired chemist worker.

The day after he returned from his break in Newquay he was taken to Queen Elizabeth The Queen Mother Hospital in Margate by Carol and his son also called Philip.

It was a difficult journey as the pain was increasing and he screamed in agony throughout. At hospital he was

given painkillers then medics set about trying to discover the cause.

Luckily, the results of his blood tests showed the sharp, shrill pain he felt was not connected to his cancer, but was an abscess on his spine.

Consultants decided it would not be possible to operate and opted to feed him high-strength antibiotics.

The medicine was so intensive it meant he needed to spend five weeks on a ward to ensure he remained stable during the height of his treatment.

But when it was decided he was ready, his consultant James Casha, an orthopaedic and spinal surgeon, asked him if he had heard of East Kent Hospitals' virtual inpatient scheme.

Called Hospital at Home, the award-winning team provide high-quality, complex care in the comfort of people's own homes. Nurses deliver daily treatment to patients, in some cases visiting up to twice a day.

Philip said: "When I was told I could go home and be treated on the same basis as an inpatient I thought that was great.

"We had a nurse visit every day to check my bloods, heart rate, temperature and to administer medicine as well as clean my dressings and it meant I could stay in a much more relaxed environment."

Philip, who until fairly recently had cycled regularly as a hobby, said that he had a PICC line - a small plastic tube device - inserted into his chest before he went home, allowing nurses access to take blood and to administer medication.

He added: "The nurses came to see me on a rota seven days a week over the 11 week period. You got to see each one, time and time again and they were all great and friendly.

"It was difficult for them to give an exact time when they would arrive each day but we knew roughly and had a mobile to call if there were any other issues. This gave us real freedom, and if we had something planned, we could ask if they could call later in the day, which we did on occasion so we could have lunch with our family.

"I would fully recommend anyone who is considered well enough by their doctors to take advantage of the Hospital at Home scheme. It really does allow you to get your life back while undergoing treatment, it is great for your family, safe and - importantly - it frees up a hospital bed for others in need."

Philip's treatment for his abscess ended in October last year.

Kent Carers Matter

One in nine adults in Kent are carers. A new county-wide campaign - Kent Carers Matter - has been launched to share information on services that can support carers.

Being a carer can be a positive experience, but it can also be challenging and exhausting, which can impact on a carer's mental and physical health or well-being.

Whether you describe yourself as a carer or not, looking after someone can be tough at times, but there is information and support available.

- Contact one of the carer organisations in Kent to access a carer's Assessment, get information about your rights and entitlements, talk to experts who understand about being a carer, join a support group to meet other carers, participate in training or organise a break from caring.
- Look after your own health and well-being. Tell your GP you are a carer and how caring is impacting on your physical and mental health.
- If you also work, you may be able to reduce the stress of juggling being a carer with work demands by speaking to your employer. There may be some simple changes that could be made to make things easier.
- Talk to family and friends about your caring role, your concerns and worries if you can.

For more information about Kent Carers Matter and to find out what support is available for carers in your area visit www.kentcarersmatter.co.uk



We are encouraging patients across our hospitals to get out of bed, get dressed and get moving as soon as they feel well enough.

Getting up helps people regain their strength and mobility faster, while staying in bed has a detrimental effect on muscle strength and wearing pyjamas or gowns can reinforce someone's feeling of being sick and prevent them recovering. That's why we encourage people to bring their own clothes into hospital.

"Studies show that three in five immobile, older patients in hospital had no medical need for bed rest and doubling the amount of walking while in hospital helped patients get home sooner," said Chief Nurse and Director of Quality at East Kent Hospitals, Sally Smith. "In short, getting up, getting dressed and moving helps you get your spark back and feel yourself again faster."

Hospital staff are encouraging patients who are well enough to get up, dressed and moving by midday each day.

Calling the midwives!

Thirteen midwives have been recruited to East Kent Hospitals following a recruitment drive.

All those that applied said they had done so because of the positive feedback they'd received about East Kent Hospitals and its maternity services.

East Kent Hospitals' Head of Midwifery Ursula Marsh said: "I'm pleased to welcome the new midwives to the maternity team. They will be embarking on a wonderful career."

Many of the recruits were students who had trained within the Trust. They praised the support and mentoring they'd received.



NHS creates social enterprise to run hospital support services

Cleaning, catering and portering services in East Kent Hospitals, currently run by Serco, will transfer to a new NHS-owned organisation in the late summer.

Around 850 staff currently working for Serco, and 250 NHS staff working in estates, procurement and facilities services within the Trust, are coming together to form a social enterprise that will provide support services for the NHS in a bid to further improve standards for patients.

Savings the company makes will be invested in frontline clinical services, the social enterprise and its staff.

The new company – called 2gether Support Solutions – will begin trading from 1 August.



VIP visitor to the laboratory

Professor Jo Martin, President of the Royal College of Pathologists, visited staff and toured laboratories at the Trust's Pathology Department based at the William Harvey Hospital.

The department provides blood sciences, cellular pathology and microbiology services across east Kent and is working with the other four acute Trusts in Kent and Medway to improve services for patients in the whole county.

Professor Martin discussed with staff new ways of working such as point of care testing where more tests are carried out at the patient's bedside, speeding up diagnosis and treatment. She also saw the new equipment in the blood sciences laboratory which is ensuring all patients receive rapid laboratory results, wherever their samples are analysed. The department processes around 3000 blood samples per day and 90% of the test results are available to our GPs the following day.

Professor Jo Martin later tweeted: "It was a fabulous afternoon and great to meet everyone. You are doing some amazing things for patients and there is a great atmosphere."

NEWSINBRIEF



Ms Codruta Neumann (left) and Tina Beckham, Head Audiologist

Congratulations!

Congratulations to Consultant Surgeon and Otologist, Ms Codruta Neumann who has been awarded a Certificate of Excellence from the popular healthcare review website iWantGreatCare.

iWantGreatCare shares over five million reviews and has awarded Certificates of Excellence 2018 to those clinicians who are most highly and consistently recommended by their patients.

Thank you

Thank you to Canterbury Golf Club, for the gift of a new sensory machine for the children's unit at Kent and Canterbury Hospital.

The machine, a tall glass case which has light, water and sound effects, will help distract and soothe the nerves of young children who attend the centre for their treatment.



Canterbury Golf Club presents the sensory machine to the children's unit with the League of Friends of Kent and Canterbury Hospital.



Celebrating 70 years of the NHS

It seems impossible to imagine a time when we did not have the NHS there to keep us fit and healthy and to provide medical treatment when we need it.

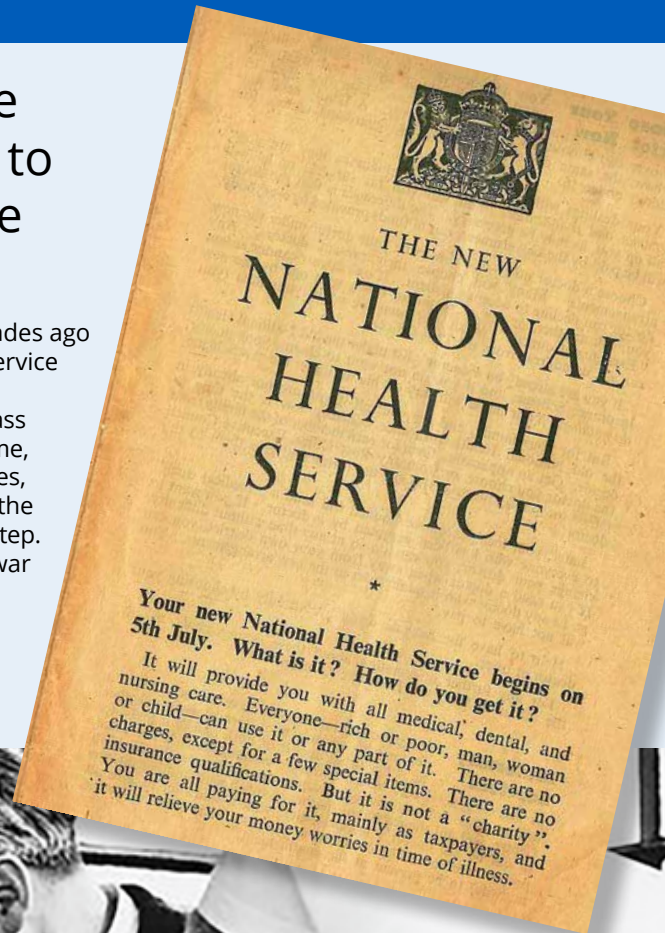
But that was not always the case. It was due to radical thinking seven decades ago and the significant issues our country faced in the 1940s that the health service we know today was born.

The immediate period after World War 2 brought an urgent need for mass emergency medical treatment on a scale never seen before. At the same time, wartime had led to state intervention in just about every part of people's lives, from rationing to night time blackouts and even evacuation. So, the idea of the government looking after everybody's health seemed like an obvious next step.

Following the Beveridge report in 1943 and the formation of the post war government in 1945 the UK's new welfare state was built at pace.

And on July 5, 1948, health minister Aneurin Bevan launched the NHS at Park Hospital in Manchester, which is today known as Trafford General Hospital.

It was the showpiece of an ambitious plan to bring good healthcare to all.



Top: NHS Manifest, reproduced courtesy of NHS England
Main picture: Thirteen-year-old Sylvia Beckingham was the first patient of the NHS in 1948

A proud history of medical breakthroughs

From helping to establish the link between smoking and cancer, to pioneering transplant surgery, the world's first test tube baby and the development of CT and MRI scans, the NHS has been pivotal in numerous scientific advances.



1954 British scientist Sir Richard Doll identifies the link between smoking and cancer following research for lung cancer in 20 London hospitals. He was so surprised by what he discovered he gave up smoking himself.



1972 The development of CT scans revolutionised the way doctors examined people by producing three-dimensional images from two-dimensional X-rays.

1978 The birth of Louise Brown, the world's first test-tube baby, made global headlines. She was born on July 25, 1978 through in vitro fertilisation (IVF). Dr Patrick Steptoe, a gynaecologist at Oldham General

Hospital, and Dr Robert Edwards, a physiologist at Cambridge University, developed the technique.

1960 The first ever UK kidney transplant took place at Edinburgh Royal Infirmary, on 49-year-old identical twins.



1979 The UK's first bone marrow transplant on a child took place at London's Great Ormond Street Hospital.

1962 The first full hip replacement was carried out by Professor John Charnely at Wrightington Hospital in Wigan, following four years of research at the hospital.

1968 Britain's first ever heart transplant was undertaken on an unnamed 45-year-old man at Marylebone Hospital, London.

2007 A robotic arm, controlled by a cardiologist using a computer and joystick, was used for the first time at St Mary's Hospital, London, to treat patients for fast or irregular heartbeats.



Pictures left to right:
1959 K&C main entrance.
The new maternity wing, opened in 1960 at Margate.
K&C, Princess Marina visit 1949, Children's Ward.
Matron Crowther, Sister O'Brien on her left, with nurses in the Preliminary Training School (Folkestone School of Nursing) in 1954



Then... and now

The first robotic surgery in Kent took place in May 2010 at Kent and Canterbury Hospital. The 'robot' allows a specially-trained surgeon to perform incredibly complex and precise operations through a few tiny incisions, which mean a much shorter stay in hospital, much lower risk of infection and much less likelihood of complications during surgery. It is used for treating prostate cancer. Today, Canterbury is one of the busiest robotic urological centres, and is one of just five training centres in the UK.



(Above) An operating theatre at Kent and Canterbury Hospital in the 1930s.
(Right) Robotic surgery at Kent and Canterbury Hospital today.

Our year

Welcome to our **bite-sized annual report for 2017/18**, bringing you the headlines from our year.

Our annual report describes the performance, developments and challenges of the Trust in the last financial year, as well as our plans and aspirations for the future. You can read our annual report in full on our website www.ekhuft.nhs.uk



Message from Trust Chair, Professor Stephen Smith

"I want to thank our 8,000 staff who have worked so hard to provide services, often in times of significant pressure. The winter of 2017/18 is on record as one of the most challenging recent periods for demand on the NHS and staff regularly go above and beyond the call of duty to care for patients.

"As well as being a challenging year, a great deal of progress was made in tackling some key issues. Most notably, towards the end of the financial year, we received the fantastic news that the bid for a medical school for Kent and Medway was successful, which will be a significant game-changer for East Kent as it will help the local NHS attract more skilled health professionals to the county.

"Improving the working lives of our staff is a priority for us, as is improving the standard and safety of care that we give to each and every one of our patients.

"Key to much of this is working in partnership with patients, members of the public and our partners in Kent and Medway to continue to work through how health and social care services in the county should be delivered in future.

"I would like to thank everyone who has contributed to and supported the Trust and its work over the past year."

Annual Report



Message from Chief Executive, Susan Acott

"I was delighted to be appointed to the role of permanent Chief Executive this year. It has been a privilege to meet and work with excellent and committed staff at East Kent Hospitals.

"Our commitment is to enable more patients to access treatment sooner, in particular, the time it takes for patients to be seen, treated and admitted or discharged in our emergency

departments and waiting times for a patient's first treatment in some of our services.

"We have continued to improve the quality of the services we provide. Our 'Falls Stop' programme reduces as much as possible the number of patient falls in our hospitals. We were one of the top performing Trusts in a 2017 National Audit.

"We launched BESTT (Birthing Excellence Success Through Teamwork), our maternity transformation programme, to reduce the number of stillbirths, admissions to neonatal intensive care, and skin tears during delivery.

"We are continuing our focus on recruiting and retaining more staff. We joined a collaborative east Kent-specific campaign, 'East Kent: A Different View', which markets east Kent as a great place to live and work.

"We are also 'growing our own' talent with new posts and the first cohort of trainee Advanced Clinical Practitioners in Acute Care."

Key moments in our year

■ **March 2017:** NHS Improvement confirms the Trust is to exit special measures for quality, and places the Trust in financial special measures



■ **May 2017:** The new chemotherapy unit at William Harvey Hospital is officially opened, and blood transfusions are made available to patients using a mobile unit

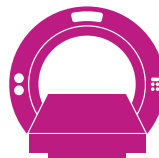
■ **June 2017:** A three-month programme of public 'listening events' on the future of local health and social care services begins; Health Education England withdraws a number of junior doctors from the Kent and Canterbury Hospital, necessitating the transfer of some acute medical services from the hospital to our hospitals in Ashford and Margate

■ **July 2017:** The haemophilia centre at Kent and Canterbury Hospital is the first in the country to recruit patients to a new clinical trial



■ **September 2017:** We see big improvements in our annual inspection of hospital food, cleanliness and environment

■ **October 2017:** The maternity bereavement suite opens at Queen Elizabeth The Queen Mother Hospital, approval is given for funding for a joint partnership to provide a Dementia centre of excellence at Dover and two new MRI scanners are unveiled at Kent and Canterbury Hospital, as part of a £4m investment into diagnostic facilities at the hospital



■ **November 2017:** Commissioners agree the next steps for healthcare in east Kent, proposing two potential options for urgent, emergency and acute medical care, and six potential options for planned inpatient orthopaedic care to be assessed further

■ **February 2018:** The public consultation into stroke service provision in Kent and Medway begins



■ **March 2018:** The successful bid for a medical school for Kent and Medway is announced.



75.4%

An average 75.4% of patients overall in our emergency and minor injury units were seen, treated and admitted or discharged within 4 hours. We are working hard to improve this standard.

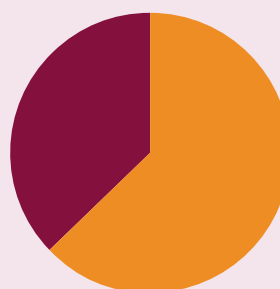
For 11 out of 12 months we were fully compliant in two-week waits for a first consultant appointment for patients with suspected cancer, and fully compliant in the number of patients receiving their diagnostic test within six weeks of referral.



The number of patients waiting less than 18 weeks for treatment averaged 81.9%. Improving waiting times are priorities for this year. Read about how we are doing this on page 12.

We delivered a £33.1m cost improvement plan and reduced our deficit to £19.4m.

£19.4m
Deficit



£33.1m
Cost
Improvement

We recruited 2,287 participants to research studies and took part in 118 studies across 24 speciality areas in 2017/18. The haemophilia centre at Kent and Canterbury Hospital was the first in the country to recruit patients to a new clinical trial this summer.

We saw the number of staff leaving the Trust in their first year halve.

Transforming East Kent Hospitals

Our Transformation Journey builds on the improvement journey that saw the Trust being taken out of quality special measures, as a result of significant improvements to patient care and the organisation's culture.

The dedication, commitment and compassion of staff from every part of the Trust, working together, brought about this positive change.

We are building on this way of working to continue to transform our Trust and to deliver our vision of great healthcare, from great people.

The transformation programme is described as six key areas of work, progress is overseen by The Transformation Board which connects the programme from ward to Board.

Getting to good

Getting to good

We want care for our patients to be as good as we can make it by building on our improvement journey which resulted in significant improvements to patient care and the Trust being taken out of quality special measures. By continuously improving, measured by the CQC's core domains, we want our CQC rating to be "Good", and to build on this to become "Outstanding".

Higher standards for patients

Higher standards for patients

We want to improve the quality of patient care and patients' experience by ensuring that everyone gets seen and treated in a timely way. This means meeting national waiting time targets and using clinical best practice, so that we deliver the best patient care every time. Projects to improve this include providing cancer treatment quicker, shortening A&E waiting times, treating more patients as day cases and getting patients back home once they no longer need hospital care.

Healthy finances

Healthy finances

Providing patient care that is more effective, keeps people healthier for longer and means you only have to come to hospital when that is the best place for you, isn't just good for patients, it's more cost effective too. This means we can make the most of the fantastic advances in the NHS that mean we are living longer, and make the money go further.

A great place to work

Great place to work

Making East Kent Hospitals a great place to work for all our staff means better care for patients. Developing, keeping and attracting a great workforce is how we will deliver our vision of "great healthcare, from great people". We want to build on the social movement that helped the Trust to make significant improvements in its CQC journey, so that everyone, whatever their role, understands how they contribute to better patient care. We want to continue to develop a positive and caring culture.

Delivering our future

Delivering our future

Our vision is for East Kent Hospitals to be a centre of excellence: where specialist teams have the equipment and staffing they need to provide excellent patient care; where people can get specialist intensive rehabilitation and outstanding elective orthopaedic care and where you can get fast access to hospital treatment because people who no longer need hospital care are receiving appropriate treatment closer to home instead. To do this we are working with the other local NHS and social care organisations on a major reconfiguration of services, in and out of hospital, informed by the public and our staff. Visit 'Delivering our future' on our website www.ekhuft.nhs.uk for more details.

Right skills right time right place

Right skills, right time, right place

To deliver great healthcare from great people we need to have teams with the right skills, delivering care to patients at the right time, in the right place. This includes providing more services seven days a week, transforming teams and how they work, and delivering new models of care.

East Kent Hospitals takes steps to cut waits for emergency and planned care ahead of winter

East Kent Hospitals is planning for winter

The Trust is recruiting more staff and speeding up access to scans as part of steps to improve waiting times for both emergency treatment and planned surgery this year – and to protect services from the exceptional pressures seen by the NHS last winter.

The Trust launched its A&E recovery plan in September 2017.

“The improving waiting times are good news for east Kent patients, but we need to continue to improve and prepare for high demand on our services this winter,” said Chief Executive Susan Acott.

“Winter traditionally means more very ill patients needing emergency hospital services and last winter the NHS as a whole struggled to meet the demand. Winter also means many planned surgeries cannot take place, which this year had a significant impact on our waiting times for planned surgery such as hip and knee replacements.

“We need to improve these waiting times and so we are taking steps to create more room and have more staff within the hospitals to care for both emergency patients and patients who need planned surgery.”

Demand for planned surgical procedures such as hip and knee replacements has increased by 50% in the last year. The Trust carries out 3,000 planned inpatient operations each year at the William Harvey Hospital, Ashford and QEQM in Margate, with growing waiting lists due to increased cancellations.

To date, the Trust has tackled emergency department waits using a range of measures including: a GP working alongside the emergency departments, international recruitment to nursing and consultants posts, building work to improve the environment in the departments and a number of improvement projects aimed at improving different elements of the patient journey through A&E, the wards and back home or to a community setting.

The Trust is now recruiting additional nursing staff for the emergency departments and investing in additional radiology services to provide a seven-day CT scanning service for rapid diagnostics. The Trust has also invested in additional medical beds at Ashford and Margate.

Opportunity to protect planned hip and knee operations

The Trust is also scoping a number of options to find more beds and operating theatre space for surgery. One of these is an invitation for the Trust to take part in a national pilot aimed at improving the experience and outcomes for orthopaedic patients suffering a trauma as a result of a fall or accident, as well as those undergoing planned joint operations. It is part of the national GIRFT (Getting it right first time) programme.

It would mean that for the duration of the pilot, the Trust would provide planned inpatient orthopaedic procedures at Kent and Canterbury Hospital, separate from care for emergency orthopaedic patients, day surgery and aftercare which would continue at WHH and QEQM. The aim is to reduce waiting times and speed up recovery. It would also allow more planned procedures to continue during the winter months.

However, the pilot project requires capital investment for new theatres.

“Should we be able to access the funds we need to take part in the pilot, this is an exciting opportunity to invest in better facilities and equipment which will help patients be seen more quickly for both planned and emergency care,” said Susan. “What’s more, any investment on the K&C site will be of benefit under any of the current potential options for the future reconfiguration of hospital services.”

The local NHS is also working with clinicians, frontline teams and patients on how it can redesign discharge processes to do better for patients. Research shows that staying in hospital for longer than necessary reduces patients’ strength and confidence and their ability to recover. The Trust is working with its partners to reduce unnecessary delays for patients in hospital and redesign discharge pathways so patients get the right support at the right time, and as a result have better health outcomes.

“We know from the safety and quality data that we collect, and from patient feedback, that most of our patients have a good experience of our services,” said Susan. “We have a 97% patient satisfaction rate, but many patients are simply waiting too long for some services.

“Our priority for the year ahead is to cut the length of time these patients need to wait for their treatment. By taking these steps, we hope to achieve that.”





Our NHS 70 stars!

Dr Sakel named in NHS 'Top 70'



Neuro-rehabilitation Consultant Dr Mohamed Sakel has been named a 'Top 70 Star' by the NHS Confederation as part of the NHS's 70th birthday celebrations.

Dr Sakel is Director of Service and Consultant Clinical lead for East Kent's Neuro-rehabilitation service, based at Kent and Canterbury Hospital. He was voted as a 'Top 70' star by colleagues across the country, in recognition of his tireless work to push the boundaries of neuro-rehabilitation medicine to give patients better chance of recovery and quality of life after devastating brain or spinal injuries and neurological disorders.

Examples of his pioneering clinical research include partnering with the University of Kent to develop a robotic walking device to help people with spinal injuries.

The 'Health and Care's Top 70 Stars' campaign saw patients, staff and public

nominating people who have made an exceptional contribution to patient care, services and local communities over the last 70 years.

Dr Chi Davies is shortlisted for NHS 70 Windrush Lifetime Achievement Award



Consultant Anaesthetist Dr Chi Davies has been shortlisted for a national Lifetime Achievement Award in NHS England's NHS 70 Windrush Awards.

The awards were held ahead of the 70th anniversary of the NHS on 5 July, and named after the cruise liner Empire Windrush, which arrived in the UK with passengers from the West Indies.

Many passengers were among the first to work in the newly-formed National Health Service which launched just two weeks later.

The awards celebrate the contributions and diversity of Black,

Asian and Minority Ethnic people in the NHS, from the Windrush generation of 1948 to today's workforce, represented by 202 nationalities.

More than 11,000 members of the public, patients and staff submitted nominations and Chi, who has spent 32 years working in the NHS, was one of four people shortlisted for the Lifetime Achievement Award.

This award recognises the work of people who have dedicated much of their working life to the NHS.

Chi was nominated for the significant contribution she has made to the NHS, not only through her work as a Consultant, but also through other achievements such as leading on both the new Canterbury Day Surgery Centre and the Channel Day Surgery Centre at William Harvey Hospital in Ashford.

Last year, Chi also spent three months on an unpaid medical trip to help improve healthcare in Nigeria, building a 20-bed hospital in Enugu. The hospital is now providing much-needed care for a deprived area of the community. Chi is now a regular visitor to Enugu.

"I found my trip and my work very rewarding, a chance to help others and I enjoyed the adventure," she said. "I now have even more appreciation for what we have in the UK in our NHS."

'Care and compassion' award for Alcohol and Substance Misuse Team

South Thanet MP Craig Mackinlay has presented Margate hospital's Alcohol and Substance Misuse Team with a 'Care and Compassion' certificate to mark the 70th birthday of the NHS.

A dedicated team of specialised nurses based at Queen Elizabeth The Queen Mother Hospital is helping patients to address their reliance on alcohol and other drugs – saving lives, bed space and NHS resources.

Team lead, Julie Blake said: "A retired person may be admitted to our A&E because of a serious fall at home, but sometimes the reason for repeated falls and admissions to hospital is alcohol. They may not necessarily be an alcoholic, but they may be drinking to excess and this could be negatively influencing their health and wellbeing."

The team can support patients with detox, and refer them to agencies that can provide further rehabilitation and on-going counselling.



Kim Manley makes the top 70 of influential nurses

Kim Manley, Associate Director, Transformational Research and Practice Development, has been named as one of the NHS' top 70 influential nurses. Her work has been featured in a journal celebrating 70 influential nurses and midwives from 1948 to 2018 which has been produced by the Royal College of Nursing and Nursing Standard to mark NHS 70.

A changing health service



- From day one, the popularity of the NHS exceeded all expectations.
- The number of prescriptions issued by doctors leapt from seven million a month in 1947 - the year before the NHS started - to 19 million a month in 1951.
- Between 1948 and 1973 the number of doctors doubled.
- The NHS has seen a big growth in demand again in recent years and that is set to continue, particularly as people's life expectancy increases leading to a significant growth in the number of elderly people living with multiple, complex health conditions.
- In 2015/16 there were 40 per cent more operations completed by the NHS compared with 2005/06, an increase from 7.215 million to 10.119 million.
- Twenty-eight per cent more people were admitted to hospital over the same period and the total number of people visiting Accident & Emergency departments in 2016/17 nationally was 23.372 million - 23.5 per cent higher than a decade earlier.
- These increases mean the cost of providing services continue to rise with NHS net expenditure increasing from £78.881 billion in 2006/07 to £120.512 billion in 2016/17. To put that into perspective, the cost per person in England has risen by more than 12 per cent in a decade.

How you can support your local NHS

There are a number of things you can do to support us, whether as a hospital volunteer or through supporting and fundraising for our charity, the East Kent Hospitals Charity.

Our volunteers really do enhance the quality of life for our patients, visitors and carers. And they support our staff in delivering high quality health care.

Volunteers are involved in many areas of our services, such as meeting and greeting visitors including new patients and their families, assisting our staff with administration and directing patients around our sites.

The range of opportunities continually changes. You can find out more about the volunteer opportunities available on our website at www.ekhuft.nhs.uk



Volunteer Niall helping at the Kent and Canterbury Hospital's NHS 70 tea party.



Great Chart Primary School children with patients at William Harvey Hospital during the NHS 70 celebrations.

Our own charity, the East Kent Hospitals Charity, raises funds for the wards and services we provide through the generous support of individuals and organisations in the community.

And your support, no matter how big or small, plays a vital part in supporting the hospitals' amazing work. Donations are critical to help fund much needed equipment and facilities and in providing a brighter and happier environment for our patients while undergoing treatment.

Fundraising is also a fantastic and rewarding way to support our hospitals, wards and departments.

The possibilities are endless and they can often give you the push you need to do something you've always wanted to do, but never had the courage.

One example of where we are aiming to raise funds is our Dementia Appeal. With your support, East Kent Hospitals Charity wants to raise up to £500,000 to be spread across the five hospitals in East Kent, which will fund multiple projects to help support patients with dementia and make their time spent in hospital more enjoyable.

Become a member of your Foundation Trust!

If you live in east Kent, England or Wales, and are over 15 years-old, you can become a member of East Kent Hospitals University NHS Foundation Trust. Members can elect the Trust's governors and stand for election themselves. If you would like to become a member, you can sign up on our website at www.ekhuft.nhs.uk or call 01843 235053 or e-mail foundationtrust@nhs.net

Compassion when it's most needed



Annie Hogben, Pilgrims Hospices; Nicola Cerullo, Macmillan; Heidi Anderson, Macmillan; and Jan Hyde, Macmillan.

There is not a more stressful or emotional time for families than when a loved one is in hospital living the last few days of their life.

It is clearly distressing as they balance spending those precious moments with their relative with ensuring they get the care they need.

Andrea Reid, from Folkestone, said East Kent Hospitals' approach really helped during her family's time of need.

"The care and compassion shown to my aunt and her family when she was being cared for in hospital were clearly evident from the moment that I first visited," she said.

"Once my family had all arrived and those difficult but sensitive discussions had taken place, a bed in a side room was found so we could visit and stay the night without worrying about disturbing the other patients on the ward."

Andrea's feedback follows East Kent Hospitals' work with Pilgrims Hospices on the 'Compassion Project', which aims to improve end-of-life care. The project is supported by Macmillan.

It involves displaying a 'Compassion

Symbol' - a Pilgrims Hospices logo - on wards when a person is expected to die - or has just died - to encourage quiet and respect.

Ms Reid added: "As if by magic, the Compassion symbol appeared. I quickly realised that this small unassuming sign was making a big difference.

"Despite being near the ward entrance, there didn't seem to be much general disturbance as staff from porters to doctors went quietly about their daily business."

Andrea said all staff were careful not to intrude into their room unless essential, adding: "The difference that this made to us all, my aunt included, was only really evident on reflection.

"Such was the discretion and respect afforded to us that the care and general day to day business of the ward almost faded into the background as we sat and chatted about old times and even celebrated my aunt's 80th birthday the day before she died.

"We were able to take up the space within the room without feeling that we were in the way, talk freely, laugh together and have quiet moments of reflection all in the knowledge that the staff were there if we needed them. This was embraced by staff at all levels."

Macmillan consultant nurse for palliative care and East Kent Hospitals' end-of-life clinical lead Sue Cook said: "Those of us who work in the NHS have a duty to ensure our patients are cared for with dignity, respect and compassion until they die. That's why the Compassion Project - and its symbol - is so important to us."

"That's why the Compassion Project - and its symbol - is so important to us."



Richard's new perspective

Teacher Richard Brogan was so grateful for the corneal transplant that saved his sight, he registered as an organ donor.

Canterbury maths teacher Richard almost lost his sight when a parasite entered his eye when he was swimming in a lake in northern France.

Unbeknown to Richard the microscopic creature attached to the coating of his right eye and caused an infection.

After returning home Richard's condition deteriorated, affecting his vision and causing extraordinary pain.

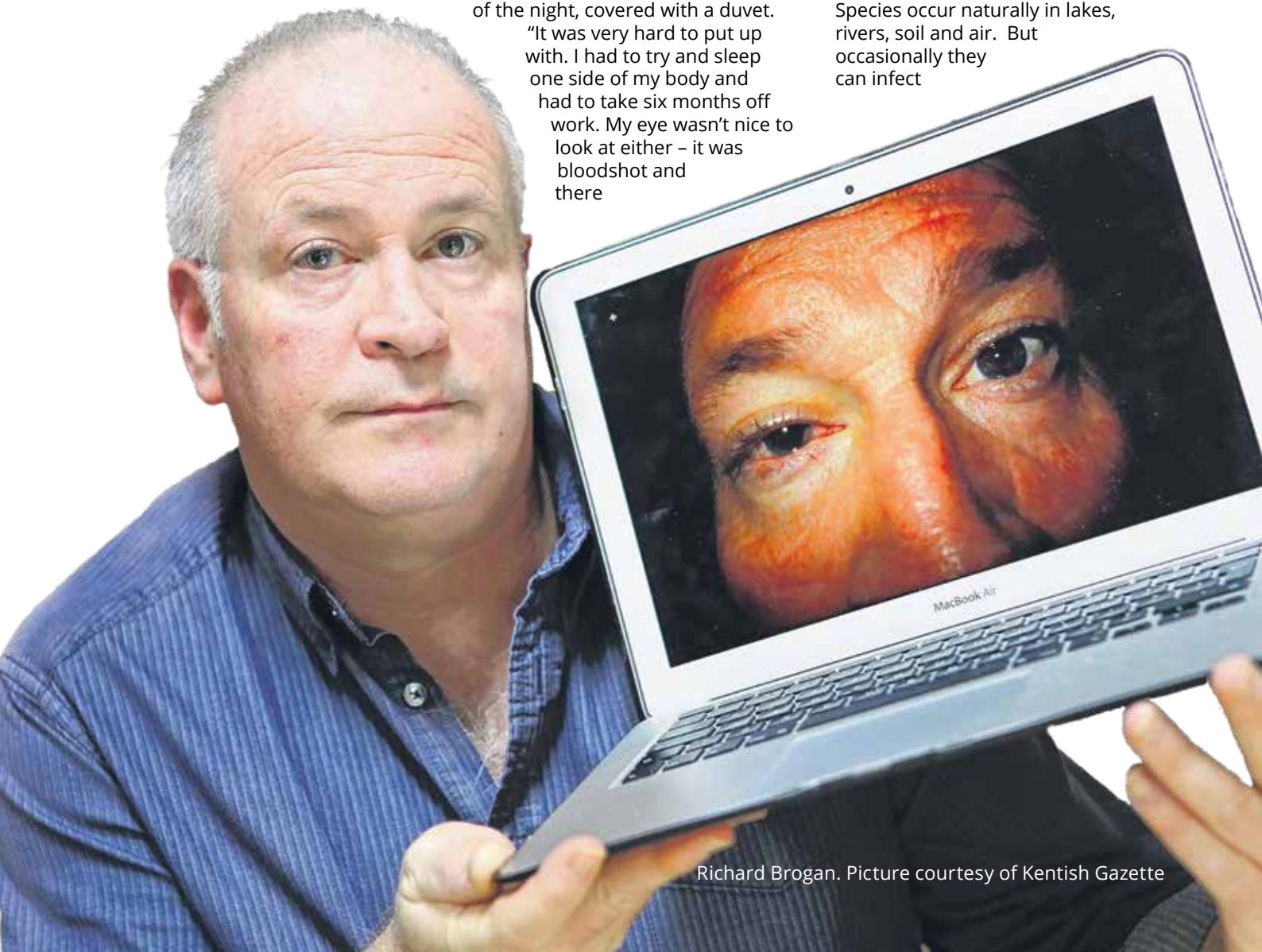
"At three in the morning I was pacing around the kitchen at home, trying not to scream in pain. The pain was quite intense and I remember sitting in a rocking chair in the middle of the night, covered with a duvet.

"It was very hard to put up with. I had to try and sleep one side of my body and had to take six months off work. My eye wasn't nice to look at either – it was bloodshot and there

was almost zero light getting through. It was ruining my life and affecting my family – the pain was so bad, I sometimes felt like I just wanted my eye out."

The condition is notoriously difficult to diagnose, but East Kent Hospitals' consultant ophthalmologist Elizabeth Gavin recognised the condition and referred Richard to her colleague, consultant ophthalmologist Nick Kopsachilis, who liaised with colleagues in London, at Moorfields Eye Hospital, and King's College Hospital.

Known as acanthamoeba, the primitive single-cell creature usually causes no harm to human beings. Species occur naturally in lakes, rivers, soil and air. But occasionally they can infect



Richard Brogan. Picture courtesy of Kentish Gazette



Consultant ophthalmologist Nick Kopsachilis

contact lens wearers if lenses aren't handled or cleaned properly, leading to a rare condition called acanthamoeba keratitis which can permanently damage sight or even cause blindness.

Initial antimicrobial treatments didn't work for Richard. His cornea was so affected by the acanthamoeba that it perforated his eye. So Mr Kopsachilis performed an urgent corneal transplant at Kent and Canterbury Hospital.

"I'm so grateful"

"It was simply amazing," said Richard. "When the pain left following the graft, it was a wonderful and unreal feeling.

"I'm now at work again, which is fantastic. At one time I actually thought that I was going to lose my sight – I'm so grateful.

"I've seen first-hand how hard everyone works and how committed everyone is at Kent and Canterbury. As a model of care, I've never seen anything better."

And Richard was so inspired by his operation he has now registered as an organ donor.

He said: "The corneal graft wouldn't have been possible without a donor who I'll never be able to thank. But thanks to their gift, I can now see properly again, and I'm free of pain."

It's easy to become an organ donor

If you would like to register to become an organ donor, it's easy – simply visit the NHS website at www.organdonation.nhs.uk or phone 0300 123 23 23

"The pain was so bad, I sometimes felt like I just wanted my eye out."

Listening to parents and carers

If a child experiences long-term health conditions or comes into regular contact with the NHS, the effect can be profound. Parents can also be affected, particularly if they have to juggle competing demands and are unfamiliar with the NHS.

That's why East Kent Hospitals has a Parent and Carers Involvement Group, which acts as a forum to listen to the views of parents and carers who use child health services. There is a wide range of services, including speech and language therapy and physiotherapy.

Faversham resident Susanna Thomas is mother to three-year-old Amy, who was born prematurely and had to be cared for in the Neonatal Intensive Care Unit (NICU) at the William Harvey Hospital.

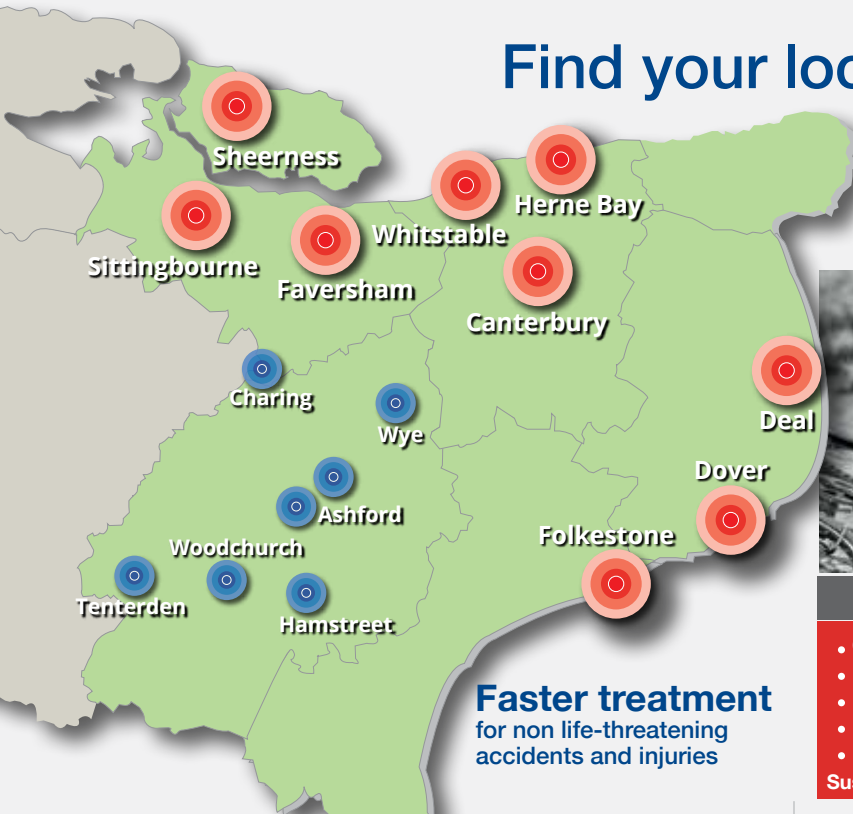
"The NICU was a whole new little world that you didn't realise existed," she said. "And when you go home every night, you have to come to terms with leaving your brand new baby on a ward with strangers.

"That's why the Parent and Carers Involvement Group is so important. It gives parents the opportunity to become directly involved and give feedback. If you're a parent or carer whose child receives NHS care, it can help you to learn more and have influence."

If you would like to join the group please contact Helen Waymouth on 01304 222549 / 07881 517 918 or email helen.waymouth@nhs.net. If you can't attend any of the events but would like to give feedback you are welcome to join a virtual group to take part in surveys and discussions.

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

No X-ray services: for suspected broken bones or fractures, see the red list

Ashford: Kingsnorth

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

Ashford: Willesborough

Willesborough Health Centre, Bentley Road, Willesborough TN24 0HZ
Mon – Fri: 8am to 6.30pm
Drop in, or call 01233 621626 before attending.

Charing

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

Hamstreet

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

Tenterden

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

Woodchurch

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

Wye

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

Canterbury

Kent and Canterbury Hospital, Ethelbert Road CT1 3NG
Daily: 24 hours Tel: 01227 864244
X-ray: Mon – Fri: 8am to 8pm / Sat & Sun: 8am to 4pm

Deal

Victoria Hospital Minor Injury Unit, London Road CT14 9UA
Daily: 8am to 8pm Tel: 01304 865420
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: Limited service – please call for details

Faversham

Faversham Health Centre, Bank Street ME13 8QR
Daily: 8am to 8pm Tel: 01795 562005
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 5pm

Sheerness

Sheppey Community Hospital, Plover Road, Minster On Sea ME12 3LT
Daily: 9am to 9pm Tel: 01795 879100
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 284300
X-ray: Daily: 8am to 8pm

Meet your governors

Governors are elected by you and represent your views about the services we run to the Trust's Board of Directors.




Your public governors...

Public governors represent you in the area where you live.

<p>Ashford</p>  <p>John Bridle</p>  <p>Junetta Whorwell</p>	<p>Canterbury</p>  <p>Philip Wells</p>  <p>Alex Lister</p>	<p>Dover</p>  <p>Sarah Andrews CBE</p>  <p>John East</p>	<p>Rest of England and Wales</p>  <p>Julie Barker</p>
<p>Thanet</p>  <p>Roy Dexter</p>  <p>Marcella Warburton</p>	<p>Shepway</p>  <p>Philip Bull</p>  <p>John Sewell</p>	<p>Swale</p>  <p>Jenny Cole</p>  <p>Ken Rogers</p>	




Partnership governors...

Partnership governors are appointed by organisations we work with.

		
Nick Wells	Chris Wells	Debra Teasdale

Staff governors...

Staff governors represent the people who work in our hospitals.

		
David Bogard	Mandy Carliell	Sharon Hatfield-Tugwell

Who are our members?

Anyone who lives in east Kent, England or Wales, and is 16 years-old or over, can become a member of East Kent Hospitals Trust. Members can elect governors and stand for election themselves. If you would like to become a member, you can sign up online on our website at www.ekhft.nhs.uk or call 01843 235053 or e-mail foundationtrust@nhs.net

Meet your governors at our members meeting

We will be holding our annual members meeting on 10 September at the Spitfire Cricket Ground, Canterbury, Kent.

Visit our marketplace from 5.30pm. Meeting 6.30 to 8pm. To confirm your place, please email foundationtrust@nhs.net or phone 01227 868784.

You can talk to staff about our services and meet your local governor. You can also hear about how we spent your money last year, how we performed and what our plans are for the future.

You can contact the governors by emailing ekh-tr.governorsquestions@nhs.net or by writing to:

The Council of Governors Membership Office, Trust Offices, Kent & Canterbury Hospital, Ethelbert Road, Canterbury, CT1 3NG

Comments, concerns, complaints or compliments?

If you have used our service and would like to give us your feedback, or need to contact us about a concern you have, please get in touch.

You can:

- Visit a PALS office at our Ashford, Margate or Canterbury hospitals – please ask a member of staff for directions
- Telephone us on 01227 783145 or 01227 864314
- Email us at ekh-tr.PALS@nhs.net

You can also use an online form on our website at www.ekhft.nhs.uk, where you will find more information about how we will help you.

Summer/Autumn 2018

FREE! Please take a copy



East Kent
Hospitals University
NHS Foundation Trust

your **Hospitals** *your health*

William Harvey • Queen Elizabeth The Queen Mother • Kent and Canterbury • Buckland • Royal Victoria

Celebrating 70 years of the NHS

Hospital... at home

How our award-winning team
of nurses is bringing hospital
care to patients' homes

Plus:

A year at East Kent Hospitals
– our bite-sized annual
report

