



## **News**

### **1. What's going on in the LINK?**

#### **i) Want to get more involved in the LINK?**

LINK participants can get involved in LINK activities as much or as little as they like. For example:

- just receiving information
- telling the LINK about their experiences (good and perhaps not so good) of using NHS and social care services in Kent
- raising an issue which you may want the LINK to take some action on - but not a complaint which requires investigating someone's personal experience
- becoming one of the LINK's pool of visitors or mystery shoppers
- joining one of the LINK's panels that consider issues and help to keep the LINK on track in terms of its organisation and finances
- representing the LINK on a health or social care group that is wanting to improve services
- coming to one of the LINK's events when they are held near to you
- networking / sharing your experience with other LINK participants who have a shared interest in the topics that interest you.

If you would like to get more involved why not contact one of the LINK workers in your area to discuss what might suit you. They are:

East Kent: Louise Murrell                      email: [louise@kentlink.org](mailto:louise@kentlink.org)                      tel: 07976 596797

Mid Kent: Cate Boland                              email: [cate@kentlink.org](mailto:cate@kentlink.org)                              tel: 07976 596709

West Kent: Elayne Oxley                              email: [elayne@kentlink.org](mailto:elayne@kentlink.org)                              tel: 07976 596410

#### **ii) Last minute chance to have your say**

The Big Care Debate – otherwise known as the Government's Green Paper, 'Shaping the future of care together: The National Care Service and National Carers Strategy', is set to end on the 13 November 2009. For this purpose, the Kent LINK is to devote a major portion of its quarterly event to the subject. It is to be held at 5.00pm until 8.30pm on Tuesday, 10 November 2009 at the VLC Bistro, Valley Leisure Centre, Tile Kiln Lane, Cheriton, Folkestone, CT19 4BP.

If you would like to attend this event, contact Becky by email at [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk) or telephone 01303 297050.

#### **iii) Care Quality Commission to give feedback to the Kent LINK**

If you contributed to the LINK's commentary on health care standards in Kent earlier this

# **KENT LINK Bulletin**

**Supported by Kent & Medway Networks**

**6 November 2009 - Issue 19**



**a Local Involvement Network**

year, you are warmly invited to a meeting with representatives of the Care Quality Commission between 10.00am and 12.00noon on Friday, 20 November 2009 in the Motivation Room, The Village Hotel, Castle View, Maidstone, ME14 3AQ.

The Care Quality Commission wants to feedback to the LINK what it did with the LINK's comments on health care standards in Kent.

If you wish to come to this meeting, please book your place with Becky by email at [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk) or telephone 01303 297050.

#### **iv) LINK participants call for investigation of services for diabetics in Maidstone**

The LINK's Priorities Panel has acted on a call from the Maidstone Branch of Diabetes UK to review the arrangements for providing services for diabetics in their area. The concerns mainly involve staffing levels and resources. The LINK has invited comment from NHS West Kent - it has also sought the views of GPs in the Maidstone area.

Other new issues raised by participants with the LINK include a report compiled by Christchurch University at Canterbury on restorative justice in prisons.

The Panel has also agreed to request one of the LINKs newly Authorised Visitors to carry out a visit to Gravesend Hospital in connection with a concern regarding disabled access.

The Panel next meets on 26 November 2009 to consider other issues brought to it by LINK participants.

#### **v) Speech and Language Therapy Services review**

In response to concerns raised by LINK participants about waiting times for assessment and therapy, NHS Medway is conducting a review of its Speech and Language Therapy Service.

In the work so far they have taken account of issues from a parent / carer perspective in two ways. Firstly, through discussions with Medway LINK and secondly through telephone interviews with a sample of parents / carers of children who currently use services.

They now want to meet with a wider group of people to discuss their findings so far, to ensure they have understood the issues fully. This will then help them decide what changes should be made to the service to deliver improvements for people in Medway and those outside the area that use these services.

The meeting will be held from 9.00am to 12.00noon on 9 November 2009 at Pilkington Building, University of Kent, Chatham Maritime, Chatham, ME4 6DW.



Numbers need to be limited to 50 people, but they would like to involve as many parents / carers as possible to ensure their proposals for change are fully informed from service user's perspectives.

If you are a user, carer or parent of someone who uses these services and want to attend this workshop please contact Derek Hoddinott by email at [derek.hoddinott@medwaypct.nhs.uk](mailto:derek.hoddinott@medwaypct.nhs.uk) or telephone 01634 335287 / 07506 672604.

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## **2. Meet and Greet for LINK Authorised Visitors and Representatives**

On 28 October 2009 NHS West Kent hosted an event in Tonbridge to welcome the newly appointed Authorised Visitors and Representatives of the Kent LINK.

The event was held to inform Kent LINK participants about:

- the challenges and opportunities of the World Class Commissioning agenda
- the Primary Care Trust's strategic planning processes.

Participants of the LINK attended the event from across East and West Kent to learn more about the organisation. The focus of the event was to recognise the joint role of engaging with the public to ensure patient experience is at the heart of service development. The afternoon session was an excellent opportunity for LINK participants to meet with NHS West Kent staff and to mutually understand each others unique roles.

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## **3. Epilepsy support group for Maidstone**

Judie Butler, a participant of the Kent LINK, would like to start a support group for those who have Epilepsy in the Maidstone area. The group will meet informally for coffee and a chat. The idea is to support sufferers and their carers. Epilepsy Action will support Judie and will be on hand to provide practical advice about the condition. Judie hopes this will provide a social network for those with the condition in the area.

For more information contact Judie Butler, 2 Lushington Road, Ringlestone, Maidstone, ME14 2QS, email [Judie.ox@hotmail.co.uk](mailto:Judie.ox@hotmail.co.uk) or telephone 01622 206929.

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## **4. More than 80 per cent of West Kent women take up cervical screening**

More West Kent women than ever are seeking to protect themselves against cervical cancer by taking advantage of screening, according to figures released by the NHS Information Centre.

The figures reveal that 83.2 per cent of the 173,000 women aged between 25 and 64 in



West Kent took advantage of cervical screening in 2008-2009 above the national average of 78.9 per cent and up slightly from last year's figure of 82.8 per cent.

Encouragingly the number of younger women undergoing screening increased from the previous year. Of the 119,000 25-49 year old women in West Kent, 77.7 per cent underwent screening, up from 76.0 per cent.

Dr. Jackie Spiby, NHS West Kent's Director of Health Improvement, said: "It is very encouraging that women across West Kent are taking advantage of screening for cervical cancer. This is a crucial way in which women can protect themselves, and we would urge any woman between 25 and 64 to keep up to date with their screens.

In West Kent about 30 women are diagnosed with cervical cancer every year and about 10 die from it. We can reduce this figure even further through screening".

For more information contact Matt Willis, Head of Press and PR, by email [Matt.willis@wkpct.nhs.uk](mailto:Matt.willis@wkpct.nhs.uk) or telephone 01732 375270. A full copy of the report can be seen at:

<http://www.ic.nhs.uk/pubs/cervscreen0809>

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## **5. Complementary Cancer Care Trust – support group for carers and ex-carers**

The first meeting of this new support group will be held at St. Mary's Church Hall, Manor Road, Bexley, from 1.30 pm to 4.00 pm. All carers and ex-carers are welcome, even those who have cared for people who did not have a cancer related illness.

The first meeting will be on 16 November 2009 and the Group will meet thereafter on the third Monday of each month as follows: 18 January 2010, 15 February 2010 and 15 March 2010 etc.

Complementary Cancer Care Trust is a registered charity working with people with cancer, their carers and their families. The Trust works on a one-to-one basis with the client, but also offers a home visiting service. They provide information and support and a selection of complementary therapies.

Note: there is no cost involved - please call the Trust to book a place as they expect these groups to become very popular.

For more information contact the Complementary Cancer Care Trust by telephone 01322 524079, email [enquiries@ccctrust.org.uk](mailto:enquiries@ccctrust.org.uk) or visit the website: [www.ccctrust.org.uk](http://www.ccctrust.org.uk)



## **6. Mental health and homeless people**

In the wake of World Mental Health Day – St. Mungo's, Crisis, Homeless Link, Broadway, Thames Reach and the Salvation Army want to highlight the continuing lack of adequate mental health support services for rough sleepers and homeless people in the UK.

Research paints a bleak picture. A third of rough sleepers in London are recognised as having mental health problems. 'The Seeds of Exclusion' research from The Salvation Army revealed that more than a third of homeless clients they surveyed nationally had attempted suicide at least once, with around six out of 10 having paranoid personality disorder.

Homeless Link's Survey of Needs of Provision shows that a third of clients in homelessness services experience poor mental health with this rising to 43 per cent of day centre clients. St. Mungo's research points to this being the tip of the iceberg if significant psychological disorders are also taken into account.

The authors of this research pose a number of questions:

- How can we continue to allow people with a mental illness to sleep on our pavements?
- Why do those recovering from traumatic childhoods of physical, emotional or sexual abuse make up such a high proportion of rough sleepers and homeless hostel residents?
- Why aren't we able to offer the best mental health treatment?

The authors urge the Government to include in the New Horizons mental health strategy a commitment that specifically recognises the needs of homeless people – and a commitment that no one with a diagnosed mental illness should be left rough sleeping by 2012.

Contributors to the above article in the Community Care, Edition 15 October 2009, were:

- Charles Fraser, St. Mungo's
- Leslie Murphy, Crisis
- Jenny Edwards, Homeless Link
- Howard Sinclair, Broadway
- Jeremy Swain, Thames Reach
- Major Ray Irving, Salvation Army.

For more information contact Community Care 0208 8652 4514 or visit the website: [www.communitycare.co.uk](http://www.communitycare.co.uk)



Is this something the LINK should be pursuing? Participants let us have your views! Contact Elayne Oxley by email at [elayne@kentlink.org](mailto:elayne@kentlink.org) or telephone 07976 596410.

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## **7. Self care week – 9 - 15 November 2009**

Self care is about people taking responsibility for their own health and wellbeing. It covers every aspect of living a healthy life from brushing our teeth to looking after ourselves when recovering from illness.

Self care can improve quality of life as well as long term health and wellbeing. Everyone self cares to a degree but we need to get better and be more proactive.

You are / can be an expert in living with your condition on a daily basis.

There are choices of support and treatment available. There are often lifestyle changes you can make that can significantly impact on and improve your condition. Ask your health care professional about a personalised care plan to help manage your condition.

Personalised care planning is a record of the discussion about the support and services available to help you live with your condition including agreed decisions, actions, goals and follow-ups. There are lots of equipment to help you also manage your long term condition to allow you to live independently and stay healthy.

Your local pharmacist can also give you help and advice about your health and wellbeing particularly if you have a long term condition.

For information on events on this week, and the help available in your area contact Emma Cain by email at [Emma.cain@wkpct.nhs.uk](mailto:Emma.cain@wkpct.nhs.uk) or telephone 01732 375287.

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## **8. GP comparison service launched on NHS Choices website**

The Department of Health has launched an online service that allows patients to rate their GPs. Patients can comment on how easy it is to get an appointment, recommend their local medical centre or criticise it, although abusive comments and those that mention staff by name will be removed. The tool, which is part of the NHS Choices website, is similar to the hospital comparison service launched in the summer. Health minister Mike O'Brien said: "It will help drive up quality across the board, and is another step in ensuring we have a modern NHS which reflects the needs of the patient."

Family Doctor Association Chairman, Dr Peter Swinyard, said: "Patient feedback on GP services is an effective way of driving up the standards of primary care even further."

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## **9. Health information for blind and partially sighted people**

The Royal National Institute for the Blind (RNIB) has published research, conducted by Dr Foster Intelligence, into the experiences of blind and partially sighted people who had used NHS services in a twelve month period across the UK.

The research has highlighted that barriers to health information remain widespread, and that more progress, needs to be made to ensure that health information is accessible to blind and partially sighted people.

Summary and recommendations:

- Blind and partially sighted people want to be able to read their own health information so they can manage their personal health care. They often cannot do this because health professionals do not ask them what format they need and they themselves often do not feel empowered to ask for it as a right.
- Primary Care Trusts (PCTs) and Health Boards who buy health services should specify a requirement for providers to meet the health information needs of blind and partially sighted people, and assess their performance on this.
- Commissioners and providers should actively promote policies and guidance on how to meet the information needs of blind and partially sighted people, and ensure these policies are implemented.
- PCTs and Health Boards should ensure electronic record systems used by service providers are capable of recording patients' needs for accessible information and can produce personal and general health information in appropriate formats.
- All healthcare professionals need to identify each individual's needs, record their reading requirements and ensure that accessible information is provided.

This is only a summary of the report; to receive a copy of the full Dr Foster Intelligence Research Report, contact Hugh Huddy by email [Hugh.huddy@rnib.org.uk](mailto:Hugh.huddy@rnib.org.uk) or telephone 0207 391 2008

Please state which format you require: PDF or Word document by email, hardcopy in clear print or large print, Braille, audio on CD or MP3.

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## **10. West Kent CareCall**

West Kent CareCall is a telephone-based support service run by experienced, registered nurses. It is a personalised service that provides information for patients aged 16 and over registered at participating GP practices, and it has been introduced to help these patients play a more active role in their health care.

The service, which was launched in April 2009, provides information and support to patients who may want help in making informed decisions about different therapies or



treatment options, as well as those who may want to make the most of their GP consultations or who would like support in managing their long term conditions.

CareCall is very keen to work with the voluntary sector; both to promote services provided by the voluntary sector to the relevant patients and to establish a referral service for voluntary sector staff, for those who feel they could benefit from using the CareCall service.

For further information about CareCall contact Barbara Everett, NHS West Kent Wharf House, Medway Wharf Road, Tonbridge, TN9 1RE, email [barbaraeverett@nhs.net](mailto:barbaraeverett@nhs.net) or telephone 07802 331027.

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## **11. Free training in East Kent**

Are you enthusiastic about your community? Are you willing to learn and work towards a nationally recognised qualification? Health Trainers work with people who would like support to change their lifestyle and improve their health and wellbeing. No formal educational qualifications are required but you must be willing to attend all training dates.

If selected you will be offered a **free** training place and travel and childcare costs will be reimbursed.

Course completion may lead to employment opportunities.

The closing date for applications is Friday, 13 November 2009 with the next course beginning on Wednesday, 13 January 2010 and run for approximately six months (part time).

For more information contact Helen Brown, NHS Eastern and Coastal Kent, Protea House, Marine Parade, Dover, CT17 9HQ, email [Helen.brown@eastcoastkent.nhs.uk](mailto:Helen.brown@eastcoastkent.nhs.uk) or telephone 0800 849 4000 (option 3) quoting 'Trainee Health Trainer course' or 01233 656714.

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## **12. Views help to improve Medway's dermatology services**

People treated with skin conditions within Medway have lent their voices to helping to shape the service's future. An event on 14 October 2009 gave people using Medway's dermatology service the opportunity to share their experiences with each other and with GPs, hospital consultants and professionals who plan and pay for services. Nearly 60 people, of whom 24 were patients, attended the day in Rochester, led by NHS Medway, who plan and pay for services and the Chatham GP Practice Based Commissioning locality board.



Throughout the day a series of patient workshops, presentations and group discussions were held around dermatology services in Medway, which patients within NHS West Kent and Swale, part of NHS Eastern and Coastal Kent, can also access. This was followed by a discussion on how the service could be developed within the community, making it easier and more convenient for people who are treated for skin conditions.

One patient said: "I didn't know what to expect but I'm really glad that we came and had the chance to talk about our experience".

Dr Mehdi Dabestani, GP Chair of the Chatham locality board said: "We wanted to involve service users in developing our dermatology services and this was a fantastic opportunity for patients to tell us about their experiences of dermatology. We look forward to continuing to involve patients in this project as it moves forward."

The information shared by patients will now be used to review and develop the dermatology services in collaboration with local hospitals, consultants and other health professionals.

A report from the event will be shared with everyone who attended the meeting.

Medway NHS Foundation Trust has recently appointed more consultant dermatologists, increasing the number available from four to eight.

For further information contact Emma Burns, NHS Medway by email [emma.burns@nhs.net](mailto:emma.burns@nhs.net) or telephone 01634 335219 or 07939 235402.

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### **13. NHS to ban premium rate numbers**

Premium rate telephone numbers will be banned for all lines used by patients and the public to contact the NHS, Health Minister Mike O'Brien, has announced.

A public consultation was carried out and almost 3,000 members of the public responded, demonstrating the level of feeling on the subject.

Health Minister Mike O'Brien said: "For people on low incomes, and for those who need to contact their local doctor or hospital regularly, these costs can soon build up. We want to reassure the public that when they contact their local GP or hospital, the cost of their call will be no more expensive than if they had dialled a normal landline number."

The British Medical Association's GP Committee and the Department of Health will co-operate over the next few months to bring in the legislative changes to the GP contracts.



Deputy Chairman of the BMA's GPs Committee, Dr Richard Vautrey, said: "Patients who call their surgery because they're ill shouldn't be penalised because they have to call an 084 number, so we're pleased that the phone companies who supply these lines to practices have agreed to ensure that their tariffs are in line with local charges".

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## 14. 'Bringing our work to life'

A new broadband TV service has been launched, aimed at the social care workforce.

Social care is taking a starring role in a series of 'TV films' intended to show the realities of the sector. Whether you are a professional, student, carer, service user or just someone who wants to learn more about social care, this new service should have something to help you.

Social Care TV, managed by the Social Care Institute for Excellence (SCIE) is a first for the sector. The intention is that the good practice suggestions and discussion points will act as an exciting addition to current good practice materials.

The first set of 25 films covers eight social care topics from dementia to the children of prisoners. Each film tells a social care story often from the point of view of people who use services.

Each film forms part of a web page with lots of guidance and advice and e-learning resources. Plus, there's a technical section that will make 'good practice sharing' more efficient because users can watch segments of films by going to a specific point in the film to address a key issue in social care practice. They can also email that segment or a whole film to a colleague.

For more details visit the website:  
[www.scie.org.uk/socialcaretv](http://www.scie.org.uk/socialcaretv)

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## Events

***Please note that in accordance with the LINK's Governance, expenses are not reimbursable for attendance at the events shown below.***

### 1. New GP-led Health Centre opens its doors to the people of North Kent

People in North Kent are benefiting from a new GP-led Health Centre which was officially opened 21 October 2009.



The White Horse Surgery and Walk-In Centre in Northfleet, the first of its kind in West Kent, saw its first patients on Monday, 14 September 2009, and has already carried out over 1000 consultations. This Centre provides GP services including a walk-in service from 8.00am to 8.00pm seven days a week.

The Centre is currently in a temporary building and construction of the permanent building on the same site is due to be completed in April 2011.

The Centre will give greater access to primary care for the local population including weekends and evenings and will have the capacity for 6000 patients. It is hoped that it will reduce patients' waits and attendances for GP-type cases to A&E at Darent Valley Hospital.

For more information contact the Fleet Health Campus, Vale Road, Northfleet, DA11 8BZ or telephone 0300 0300 000.

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## **2. Healthy Weight Workshop: 23 November 2009, 1.30pm at Tonbridge and Malling Offices, Gibson Drive, Kings Hill, West Malling**

The West Kent Healthy Weight Partnership meeting was held on 19 October 2009. Information was given by Dr. Declan O'Neill about the burden of disease associated with overweight and obesity and the need for NHS West Kent to be commissioning for weight loss that can be maintained over a period of time.

Achieving a healthy weight for children and increasing levels of physical activity are also Kent Agreement 2 targets. This means that other organisations, not just the NHS, are also putting in place plans to reduce the burden of ill-health from overweight and to promote wellbeing.

From the meeting it was decided to hold a workshop event to bring together a range of representatives from the NHS other organisations and the public to work on the strategy which is to be put in place by April 2010.

In advance of the workshop, NHS West Kent will prepare a draft document that will include a needs assessment, review of the evidence and an audit of existing programmes.

It is important that the views of the public to shape and inform this strategy.

If you would like to attend the workshop, contact Emma Cain by email at [Emma.cain@wkpct.nhs.uk](mailto:Emma.cain@wkpct.nhs.uk) or telephone 01732 375287.



## **Consultations**

### **1. Online petition to Prime Minister to support carers**

Maidstone Carers Project is promoting a petition to Government over the use of money by primary care trusts said to have been allocated to support carers. The petition reads: "We the undersigned petition the Prime Minister to ensure the additional £150 million that has been allocated to Primary Care Trusts by Government to fund breaks for carers is used for this purpose and not subsumed into baseline budgets."

Further information on the petition can be obtained by telephone 01622 685276, email [barbara.hagan@vam-online.org.uk](mailto:barbara.hagan@vam-online.org.uk) or [carers@vam-online.org.uk](mailto:carers@vam-online.org.uk) or visit the website: <http://petitions.number10.gov.uk/pct-carersbreaks/>

This issue, which has also been brought to the attention of the Kent and Medway LINKs, will be considered by their appropriate panels during November 2009.

If you have a view on this issue which you would like the LINK to consider, telephone 01303 297050 or 01634 821135 or your views can be posted on the LINK websites at: [www.thekentlink.co.uk](http://www.thekentlink.co.uk) or [www.themedwaylink.co.uk](http://www.themedwaylink.co.uk)

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### **2. Policy and procedure on 'Being open' when patients are harmed**

Maidstone and Tunbridge Wells NHS Trust has invited the LINK to comment on the review of the above policy. 'Being open' is about effective communication and is a vital part of the process of dealing with errors or problems within NHS treatment.

At the Maidstone and Tunbridge Wells NHS Trust, staff are said to be working hard to deliver the highest standards of healthcare to all patients. Although they provide safe and effective care to many thousands of people every year, sometimes, despite their best efforts, things can and do go wrong. If a patient is harmed whilst receiving their care, they believe that they, their family or those who care for them, should receive an apology, be kept fully informed as to what has happened, have their questions answered and know what action is being taken in response. They call this 'Being open' and therefore invite comments from their patients for this review.

For more information and to get involved in the consultation contact Wendy Bates, Maidstone and Tunbridge Wells NHS Trust, Maidstone Hospital, Hermitage Lane, Maidstone, ME16 9QQ, email [wendybates@nhs.net](mailto:wendybates@nhs.net) or telephone 01622 222019 or 07525 968970.

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### 3. Consultation on direct payments for health care

Direct payments for health care has moved a step closer with a new consultation launched by Care Services Minister, Phil Hope. The consultation started on 23 October 2009 and runs until 8 January 2010. Personal health budgets are being piloted in primary care trusts until 2012. NHS Medway has been selected as one such pilot site – they will be piloting personal health budgets for end of life care. Personal health budgets will help to create a more personalised NHS, by giving people more choice and control over how money is spent on their care. The three ways that a personal health budget can work are:

- a notional budget held by a commissioner, such as their doctor or primary care trust
- a budget managed on the individual's behalf by a third party, like a charity or User Trust
- a cash payment to an individual and managed by them.

For more information contact Gina Walton, Eversley House, 19 Horn Street, Seabrook, Hythe, CT21 5SB, telephone 01303 717029 or 07789 750943, email [georgina.walton@kent.gov.uk](mailto:georgina.walton@kent.gov.uk) or [personalhealthbudgets@dh.gsi.gov.uk](mailto:personalhealthbudgets@dh.gsi.gov.uk)

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### 4. Pharmacy application for Aylesford, Maidstone

Sainsbury's have submitted an application to set up a new pharmacy in the vicinity of Quarry Wood Industrial Estate, Mills Road, Aylesford, Maidstone, ME20 7NA. Comments are invited on the application by Saturday, 5 December 2009.

Further information about the application are available from Debra Bell, Pharmacy Contracts Officer, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, email [Debbie.bell@kpca.nhs.org](mailto:Debbie.bell@kpca.nhs.org) or telephone 01622 655036.

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### 5. Single Equalities Scheme Consultation

NHS West Kent is building on work which started in June 2008 and will be holding a formal consultation for its Single Equality Scheme (SES) between 11 September and 4 December 2009. This scheme will bring together their actions with regards to six equality strands:

- race
- gender
- sexual orientation
- age
- disability
- religion or belief.

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The approach will ensure NHS West Kent meet the statutory and legal duties in the scheme. Opportunities to get involved will be available online and via targeted and locality based stakeholder events and a range of networks and organisations will be contacted over this period.

For more information contact Adam Lott, Head of Equality & Human Rights, NHS West Kent, Wharf House, Medway Wharf Road, Tonbridge TN9 1RE, telephone 01732 376092, email [Adam.lott@wkpct.nhs.uk](mailto:Adam.lott@wkpct.nhs.uk) or visit the website: [www.westkentpct.nhs.uk/Have\\_Your\\_Say/Share\\_your\\_point\\_of\\_view/index.html](http://www.westkentpct.nhs.uk/Have_Your_Say/Share_your_point_of_view/index.html)

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## **Contact Information**

**The Kent LINK may be contacted via the Host Organisation as below:**

KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, CT19 4RH.

Tel: 01303 297050

Email: [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)

Office Hours: Monday – Friday 8.30am - 4.00pm (Answerphone available out of hours)