



## **News**

### **1. Kent LINK Participant Induction Events**

The first induction events are being planned for Kent LINK participants and places are still available. Further information on the content of the day will be available shortly; however, the role and responsibilities of the LINK and participants will be covered during the sessions. To book your place at one of these events, contact the administrator shown below. Please advise of any special or dietary requirements when booking your place.

Mid Kent: Friday, 20 March 2009 - 10.00am – 3.30pm  
Salvation Army Hall, Union Street, Maidstone, ME14 1ED  
Becky – 07976 596913 / 01303 297050

West Kent: Wednesday, 25 March 2009 - 10.00am – 3.30pm  
The Clocktower Pavillion, St Mary's Road, Swanley, BR8 7BU.  
Becky – 07976 596913 / 01303 297050

East Kent: Tuesday, 10 March 2009 - 10.00am – 3.30pm  
Abbots Barton Hotel, 36 New Dover Road, Canterbury, CT1 3DU  
Kirsty – 07976 594541 / 01303 297050

---

### **2. Patient Choice Adviser appointed**

Cat Bridgland has been appointed as the new Patient Choice Adviser for East Kent and will be on hand to assist and provide information on patient choice and the NHS Choose and Book system.

The NHS Choose and Book system enables patients who have seen their doctor to choose and book their own appointments, to suit them, electronically. The Choose and Book system supports Patient Choice which gives patients the opportunity to choose from any hospital in England.

Cat's appointment ties in with the launch of a new freephone number available to patients who wish to speak with her in confidence, free of charge. The number is 0808 238 9596.

Cat is available Mondays to Fridays between 8.30am and 1.30pm to provide information and assistance to patients.

# **KENT LINK Bulletin**

**Supported by Kent & Medway Networks**

**Issue 7**

**13 February 2009**



---

For further information contact Nick Evans, Eastern and Coastal Kent Primary Care Trust, Brook House, John Wilson Business Park, Reeves Way, Chestfield, Whitstable, Kent, CT5 3DD, telephone 01227 791163, email [nick.evans@eastcoastkent.nhs.uk](mailto:nick.evans@eastcoastkent.nhs.uk) or visit the website:  
[www.easternandcoastalkent.nhs.uk](http://www.easternandcoastalkent.nhs.uk)

---

### **3. New health centre for Ashford**

A new £13 million health centre has been given the go ahead in Ashford. The new health centre is expected to be completed by spring 2012 and is to be built on the site of the old Ashford hospital in King's Avenue. Work is currently underway to confirm the range of services that will be delivered from the new site. They are likely to include outpatient services, better co-ordinated services for older people, sexual health services and some x-ray and scanning services.

For further information contact Jenny Knight, Assistant Director Patient and Public Engagement, Eastern and Coastal Kent Primary Care Trust, Waterloo Crescent, Marine Parade, Dover, CT17 9HQ, email [jenny.knight@eastcoastkent.nhs.uk](mailto:jenny.knight@eastcoastkent.nhs.uk) or telephone 01304 216845.

---

### **4. Relocation of pharmacy - Aylesham**

Boots UK Ltd's application to relocate their pharmacy from 11/12 Market Square, Aylesham to Aylesham Health Centre, Queens Road, Aylesham, has been approved.

For further information contact Linda Gibbs, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655134, email [Linda.gibbs@kpca.nhs.uk](mailto:Linda.gibbs@kpca.nhs.uk) or visit the website:  
<http://www.kentandmedway.nhs.uk/welcome/nhs-organisations/primary-care-agency/>

---

### **5. Are we making the most of our community hospitals in Kent and Medway?**

In the "Talkback" section of our website a LINK participant asks whether enough use is being made of our local community hospitals. For those of you with internet access you can take part in this discussion by accessing the "Talkback" section:  
<http://www.thekentlink.org.uk/index.php?q=9>

Alternatively, let us have your views by whichever way you wish, ie phone, mail or SMS



---

text. Our contact details are at the end of the Bulletin. We will close the discussion on the 27 February 2009 and forward the results to the relevant Primary Care Trusts and to the Strategic Health Authority. The results will also be reported in subsequent Bulletins and on the website.

For further information contact Graham Hills, The Kent LINK, Kent & Medway Networks Ltd, Freepost NAT 17761, Folkestone, CT19 4BR, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or telephone 07817 536877.

---

## **6. Mental health pledges being tested**

A regional consultation conducted last year entitled “Healthier People, Excellent Care” has resulted in changes to the recommendations relating to mental health services. In view of this, NHS South East Coast is going out again to seek / test people’s views on the revised pledges. Views are sought by Monday, 16 February 2009 on the following pledges given to those in need of mental health services:

- There will be effective support for people with urgent mental health needs.
- There will be access to psychological therapies in primary and secondary care in line with best practice.
- We will campaign with our partners to overcome discrimination against people with mental health problems and take action to reduce inequalities and social exclusion.
- We will work with the NHS and employers to maintain employment for those with mental health problems.
- Those who need to return to work will be rehabilitated so that they can do so at the earliest opportunity.
- There is no health without mental health. Therefore, we will improve life expectancy year on year of those with severe mental illness. We will also get better at recognising the mental health needs of people who are being treated for physical conditions.

We recognise that time is short, but, if you have any comments you would like us to convey to NHS South East Coast, don’t be daunted, let us have your views via our contact address: The Kent LINK, Kent & Medway Networks, Freepost NAT 17761, Folkestone, CT19 4BR. or via our contact page at: <http://www.thekentlink.org.uk/index.php?q=17>

---



## **7. Your chance to comment on health care standards**

Every year the body that regulates and inspects the NHS, the Healthcare Commission, invites our local NHS organisations to declare whether they have met certain core national standards, around such things as patient safety, hygiene and cleanliness, patient care, etc. This is a self declaration and only approximately 20% of such NHS bodies get a visit to check these out. However, the local community can have their say through the LINK. If you belong to a local group that may have some evidence of good practice or where services could be improved and would like to work with the LINK on this please contact us via the web site:

<http://www.thekentlink.org.uk/index.php?q=17>

Alternatively individuals and groups can go straight to our evidence collecting "tool" to get their views heard at:

[http://www.surveymonkey.com/s.aspx?sm=AkE3hjXquRLtXF\\_2fKOfNQ2Q\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=AkE3hjXquRLtXF_2fKOfNQ2Q_3d_3d)

For further information contact Graham Hills, The Kent LINK, Kent & Medway Networks Ltd, Freepost NAT 17761, Folkestone, CT19 4BR, email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk) or telephone 01303 297050 / 07817 536877.

---

---

## **Events**

### **1. Stroke Event**

An event will be held on Tuesday, 31 March 2009 from 9.30am to 4.00pm at the Marriott Tudor Park Hotel and Country Club, Ashford Road, Maidstone, Kent, ME14 4NQ.

This event is open to all those involved in stroke including clinicians, patients, carers and charitable organisations such as the Stroke Association. The day will offer an opportunity to hear about new national and local developments in stroke care as well as a chance to network. A variety of workshops will be held in the afternoon. The event is funded by the Stroke Network and is free to delegates.

For further details and to book a place contact: Ann Vincent, Stroke Network, Preston Hall, London Road, Aylesford, Kent, ME20 7NJ, telephone 01622 713065 (direct line), email [ann.vincent@kentmedway.nhs.uk](mailto:ann.vincent@kentmedway.nhs.uk) or visit the website: [www.kentcvn.nhs.uk](http://www.kentcvn.nhs.uk)



## **2. Health Overview and Scrutiny Committee (HOSC)**

The HOSC will be meeting on Friday, 20 March 2009 at 10.00am at the Council Chamber, Sessions House, County Hall, Maidstone, ME14 1XQ

The Committee will be concentrating on core standards in the NHS relating to the "hygiene code". It will receive evidence from the Medway NHS Foundation Trust, the Kent and Medway NHS and Social Care Partnership Trust and South East Coast Ambulance Service. There will also be a presentation by the Kent LINK on their findings on the Annual Health check.

For further information contact Paul Wickenden on 01622 694486 or visit the website:  
<http://democracy.kent.gov.uk/ieListDocuments.asp?CId=112&MId=1846&Ver=4>

## **3. Information Days: Social Care**

Kent Adult Social Services will be holding two events to provide useful information on changes that are taking place, as well as information and advice to people living in the community on a range of subjects:

7 March 2009 – Exchange Room, Hazlitt Theatre, Earl Street, Maidstone, ME14 1PL.  
14 March 2009 – The Abode Hotel, High Street, Canterbury, CT1 2RX

For further information contact Louisa Raffa-Sparks, Kent County Council, Room 3.13, 123-135 Week Street, Maidstone, ME14 1RF, telephone 01622 696343 or visit the website:  
<http://www.kent.gov.uk/>

## **4. Get Involved in Gravesend**

The Kent LINK is holding a Community Engagement Event in Gravesend on Monday, 6 April 2009. It is an ideal opportunity to find out more about the LINK and what it hopes to achieve with your help in health and social care services in Gravesend. There is also the chance to promote your charity or community group at this event. So join us at the Riverside Community Resource Centre, Dickens Road, Gravesend, DA12 2JY.

For further information contact Elayne Oxley, The Kent LINK, Kent & Medway Networks, Freepost NAT 17761, Folkestone, CT19 4BR, telephone 07976 596410 or 01303 297050, email [elayne@kentlink.org](mailto:elayne@kentlink.org) or visit the website:  
<http://www.thekentlink.org.uk/index.php?q=17>



## **5. 'Black is Beautiful': an event to celebrate women of colour**

The Medway Local Involvement (LINK) and Medway Ethnic Minority Forum are holding an event to celebrate women of colour. The event will take place on Saturday, 28 February 2009 at the Sunlight Centre, 105 Richmond Road, Gillingham, ME7 1LX from 4.00pm until 7.00pm. There will be panel discussions on fashion and health and it is aimed at raising awareness of issues that affect women from African and Caribbean backgrounds. There will be beauty product sampling, a guest musical soul artist, free buffet, free entry and much more.

For more information contact Michael Kosmas, Medway Ethnic Minority Forum, Medway Council, Gun Wharf, Dock Road, Chatham, Kent, ME4 4TR, email [memfoutreach@hotmail.co.uk](mailto:memfoutreach@hotmail.co.uk) or telephone 01634 333107.

## **6. 'Be Yourself' - South East Asian Women's Day**

The Medway Local Involvement Network (LINK) and Medway Ethnic Minority Forum are holding an event whereby women from South East Asian backgrounds can meet and discuss various matters with health professionals. The event will take place on Saturday, 21 March 2009 at New Brompton College, Marlborough Road, Gillingham, ME7 5HT from 2.30pm to 5.30pm. This is a women only event.

For more information contact Peenal, Kamilla or Rupel at the Medway Ethnic Minority Forum, Medway Council, Gun Wharf, Dock Road, Chatham, ME4 4TR, email [memforum@hotmail.co.uk](mailto:memforum@hotmail.co.uk) or telephone 01634 333107.

## **7. Eastern European Women's Day**

The Medway Local Involvement Network (LINK) and Medway Ethnic Minority Forum are holding an event to celebrate Eastern European Women's Day. The event will take place on Saturday, 7 March 2009 at Christchurch, Luton Road, Chatham, ME4 5BT from 3.00pm until 6.00pm. There will be panel discussions on health and information on services available in Medway for women and children, ie Sure Start and Medway Council's Children's Services. The event is also aimed at bringing together Eastern European families living in Medway. There will be many activities, including face painting for the children, traditional music and traditional food.

For more information contact Lenka Wyatt, Medway Ethnic Minority Forum, Medway Council, Gun Wharf, Dock Road, Chatham, ME4 4TR, email [memforum@hotmail.co.uk](mailto:memforum@hotmail.co.uk) or telephone 01634 333107.



## Consultations

### 1. New pharmacy in Cheriton

**Summary:** Tesco Stores has applied to open a pharmacy at Tesco Instore Pharmacy, Cheriton High Street, Folkestone, CT19 4QJ.

**Further information contact:** Linda Gibbs, Kent Primary Care Agency, 11 Station Road, Maidstone, Kent, ME14 1QH, email [linda.gibbs@kpca.nhs.uk](mailto:linda.gibbs@kpca.nhs.uk) or telephone 01622 655134.

**Responses to:** The Kent LINK, Kent & Medway Networks, Freepost NAT 17761, Folkestone, CT19 4BR or via our contact page at:

<http://www.thekentlink.org.uk/index.php?q=17>

**Consultation ends:** 24 March 2009

-----

### 2. New pharmacy in Ashford

**Summary:** Views are invited on plans to open a new pharmacy at Asda Stores at Kimberley Way, Ashford, TN24 0SE.

**Further information contact:** Nick Brand, Kent Primary Care Agency, 11 Station Road, Maidstone, Kent, ME14 1QH, email [linda.gibbs@kpca.nhs.uk](mailto:linda.gibbs@kpca.nhs.uk) or telephone 01622 655134.

**Responses to:** The Kent LINK, Kent & Medway Networks, Freepost NAT 17761, Folkestone, CT19 4BR or via our contact page at:

<http://www.thekentlink.org.uk/index.php?q=17>

**Consultation ends:** 22 March 2009

-----

### 3. Pharmacy application, Ramsgate

**Summary:** Tesco Stores Ltd has applied to open a pharmacy at their store in Manston Road, Ramsgate, CT12 6NT.

**Further information contact:** Linda Gibbs, Pharmacy Contracts Officer, Kent Primary Care Agency, 11 Station Road, Maidstone, ME14 1QH, telephone 01622 655134, email [linda.gibbs@kpca.nhs.uk](mailto:linda.gibbs@kpca.nhs.uk) or visit the website:

<http://www.kentandmedway.nhs.uk/welcome/nhs-organisations/primary-care-agency/>

**Consultation ends:** 28 March 2009

-----

### 3. "Have your say" - Carers Survey

**Summary:** Kent County Council would like to find out what your views are regarding



---

the support and services you receive. Results will be used by Kent Adult Social Services to see how happy you are. This survey will also be sent to those carers without carer assessment. Voluntary organisations can also assist with this. Results will inform a baseline for Towards 2010 Target 53.

**Further information contact:** Sue Williams by telephone 01622 696620, email [sue.williams@kent.gov.uk](mailto:sue.williams@kent.gov.uk) or visit the web site:

[www.kent.gov.uk/consultations/carers-survey](http://www.kent.gov.uk/consultations/carers-survey)

**Consultation ends:** 31 August 2009

---

#### 4. Come forward with your views on Access to NHS Dentistry

**Summary:** This is an independent probe into variations in access to NHS Dentistry, and is calling for people to come forward with thoughts and questions about this issue. The aim is to identify how the government and local NHS can work together to increase access to NHS dentists and improve quality. Suggest ways of reducing inequalities in oral health and to consider reform of funding allocation and workforce planning. Your contribution is needed!

**Further information contact:** Charlotte Santry, Health Service Journal, Tower Publishing Services, Tower House, Sovereign Park Market, Harborough, LE16 9EF, telephone 020-7728-3760, email [Dentistry.review@dh.gsi.gov.uk](mailto:Dentistry.review@dh.gsi.gov.uk) or visit the website:

[www.hsj.co.uk/news/2009](http://www.hsj.co.uk/news/2009)

**Consultation ends:** 28 February 2009

---

#### 5. “Have your say” - Home Care Survey

**Summary:** This is a survey to find out the views of service users regarding Home Care Services they receive. Results will be used by the Commission for Social Care Inspection, the Department of Health and Kent Adult Social Services to see how happy people are, what improvements need to be made to local services and for research purposes and contracting. So have your say!

**Further information contact:** Sue Williams by telephone 01622 696620, email [sue.williams@kent.gov.uk](mailto:sue.williams@kent.gov.uk) or visit the website:

[www.kent.gov.uk/consultations/home-care-survey](http://www.kent.gov.uk/consultations/home-care-survey)

**Consultation ends:** 31 May 2009

---

---

# ***KENT LINK Bulletin***

***Supported by Kent & Medway Networks***

***Issue 7***

***13 February 2009***



---

## **Contact Information**

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

KMN, Unit 24 Folkestone Enterprise Centre, Shearway Road, Folkestone, Kent, 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 office hours)