

Supporting excellent care at the heart of the local community

friends of crowborough hospital newsletter

Tel: 01892 664626



Volume 15 Issue 3 August 2019

Refurbished Birthing Unit Opened by TV Star

On 10th May, Melody Grove, star of *Call the Midwife* was welcomed to Crowborough Birth Centre by Karen Leeson (Birth Centre Manager) and more than 50 mums, midwives and supporters who had crowded into CBC to celebrate the opening of the new birthing rooms at the centre. Melody had her second baby (Fergus) with her who had been born at the birthing centre earlier this year.

A number of Crowborough Mums were present, including Sara Woollven with her 2-day old 7th baby plus the many midwives and staff who kept the birth centre open during the refurbishment building work.

A Partnership Project

The birthing rooms project was the result of partnership between Maidstone Tunbridge Wells NHS Trust (which manages the centre) and the Friends of Crowborough Hospital who provided £125,000 to fund the new birthing rooms and the equipment in them. This equipment included a new birthing pool, soft lighting, waterproof speakers, kneeling mats, bean bags and large squashy exercise balls.



Karen Leeson

Miles Scott

Melody Grove

Kate Stokes

Nus Ghani

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Birth Centre Opening cont.

Large scenic wall murals and pot plants were also funded and these help to transform the rooms from having a rather 'clinical' feel to a warm homely environment conducive to having the straight-forward birth that women hope for.

Miles Scott (Chief executive, MTW NHS Trust) thanked the Friends for the support they have shown to make the midwife-led unit a birth centre of excellence. He said it was so important for a maternity service to be able to deliver care in this way, and he was immensely thankful to Karen and all the staff for their hard work.

Dr Kate Stokes (FoCH president) explained that the Friends were particularly proud to be the conduit of support from the community to the Birth Centre.

A 'Precious Oasis' of maternity care

Melody Grove spoke from her own experience saying that, "what a woman needs in labour is a calm place with staff who are experts to guide her to develop her own confidence during labour and birth. Afterwards she needed an 'angel' to clean her up, help her shower, a clean bed, a cup of tea, and help to start feeding. She found exactly that at the Crowborough Birth Centre and it is a 'precious oasis' of maternity care. We see birth on TV, in *Call the Midwife*, *Casualty* and other programmes, but the actual midwives and mums are the real stars of the show".



After the ribbon cutting, some more informal contributions about the birth centre were heard from staff, mothers and supporters of the centre. Sarah Woollven spoke of her positive experience at CBC and thanked the whole team. She had also found that midwives go above and beyond the call of duty, and that as a Mum she found she could rely on support from everyone.

As the final part of the event, Melody Grove was asked to help with the selection of names for the two new birthing rooms and the three postnatal rooms. The names chosen were Hazel, Birch, Sunflower, Lavender and Bluebell.

The new rooms were celebrated by cutting the cake made by Midwife Cheryl.

Karen Leeson, (Crowborough Birth Centre manager)



Kate Stokes Miles Scott Melody Grove Karen Leeson



Cutting the cake

NEWS FROM AROUND THE HOSPITAL

CBC – A New Era for the Birthing Centre

Melody Grove's visit and the opening of the new birthing rooms hit the front pages of the Kent & Sussex Courier on 17th May with the headline, "New Era for the Birthing Centre".

Crowborough Birth Centre has always been well-known and well-loved among High Weald women of East Sussex, but in this "new era" MTW Trust plan to promote Crowborough Birth Centre among West Kent women as an excellent birth place choice for them also.

With this year's refurbishment, Crowborough Birth Centre now provides a homely, but thoroughly modern, environment for low risk midwife-led births so popular with women. The midwife team and the local community are so grateful for the support of the Friends in making this possible.

The midwife team based at Crowborough provide ante-natal and postnatal care for over 800 women in the local area, whether or not they are able to give birth at Crowborough, and offers many other ancillary benefits to local women:

Real tours of the centre

Birthing preparation ("early days sessions")

Aromatherapy

Birth Options Clinic

Hypnobirthing

Positive Birth sessions – to help with anxiety in pregnancy

Breastfeeding Drop-in Groups.



From April 2018 to March 2019, 181 babies were born at the birth centre, which was 15% upon the previous year. The new birthing rooms were ready for use and with new equipment in place by March 2019, and already there is encouragement in the numbers of births at the centre. During April, May and June this year (2019) there were 54 babies born, which is 50% up on the same three months last year. So watch this space!

Karen Leeson (CBC Manager)

GENERAL INPATIENT BEDDED WARD

Staffing and Staff Development

Three new healthcare assistants started with us earlier this year, while at the same time three existing healthcare assistants are working on programmes that will lead to them becoming qualified nurses. This will strengthen the nursing team on the ward and in August 2019 three more Healthcare Assistants are due to start to replace the promoted staff. Sister Lisa Armstrong is now training to become an Advanced Nurse Practitioner, able to fulfil some of the roles of a junior doctor such as patient assessments on admission, and the prescribing of certain medicines. We have also welcomed Sister Kaylie Teager who now works the opposite shift from Sister Lisa so that we have round-the clock ward management.

Medical Cover

Dr Singh now provides daily medical cover on the ward (shared with Uckfield Hospital) and he liaises closely with Dr Peter Tsang – MTW Consultant in Care of the Elderly, who visits once a week. This arrangement is working really well. It provides great support to the nursing staff which enhances patient care. Medical students also visit once a week from Brighton with their tutor, and this is an excellent way for doctors of the future to see the value of intermediate, sub-acute care that Community Hospitals can offer.

NEWS FROM AROUND THE HOSPITAL

General Ward cont.

Beds Usage, Hotel & Catering

18 beds are in all year round use at around 95% occupancy for both rehab and intermediate care. Another 7 beds were brought into action as 'winter emergency' capacity from November 2018 through to March 2019, for which staffing was a challenging stretch. The regular quality audits of housekeeping provided by the Hotel & Catering team have continued as good for 99% - 100% of audits and is a result to be proud of.

Equipment

There is now a second Stryker Wheelchair on the ward, and these are well used by patients to aid their mobility around the ward and into the day room and for meals. The picture shows their strikingly different ergonomic design and they are a significant step forward from traditional wheelchairs



There are two newly acquired electrically self-operable bedside chairs that encourage patients to get out of bed during the day because they can manage their own seated comfort. Phillipa in the photograph describes them as, "a wonderful help", allowing her to get comfortable (with use of a remote control) and, "to suit herself", compared to the old standard bedside chairs in which moving often required nursing assistance.



Marianne Marden-Grove (Ward Matron)

NHS PROPERTY SERVICES LTD

We were sad to say goodbye to **Tricia Rudkin**, who recently retired from the main hospital reception office. Tricia started her NHS career as a volunteer at Grove House some 12 years ago, subsequently becoming a permanent member of the NHS reception staff. She will be greatly missed around the Hospital and Grove House. We wish her all the best in her retirement.

Lindsay Ransome (Premises Manager)
Angela Bains (FM Receptionist)



NEWS FROM AROUND THE HOSPITAL

OUT PATIENTS DEPARTMENT

We are pleased to say we welcomed a new Orthopaedic consultant to the department on the 18th July. Mr Freeman specialises in upper limb, trauma and orthopaedic cases. He will hold a clinic here twice each month.

The OPD nurses are eagerly waiting the new Naso-Pharyngo-Laryngo-Fiberscope that the Friends are very kindly purchasing. This piece of equipment has been a long time coming due to an administration error with the former trust. I'm pleased to say that with the Maidstone and Tunbridge Wells Trust the admin has gone smoothly and with a lot of perseverance and patience by me the scope will be on its way soon, much to the delight of the nurses, consultants and patients who can now have the procedure done smoothly and efficiently in the clinic.

The Friends have also agreed to fund a few more items for us. A new Gynaecology light (which will give a brighter and more pin pointed beam) and 2 new head lights for the ENT consultant and his registrar to use in their clinics.

Every year we are so grateful for the Friends for installing the air conditioning in the department. This year so far with the British weather at its best it has been a godsend for the patients to come in from the heat and sit and enjoy the cool department. For me personally it has made coming to work in the heat a pleasure knowing that throughout my working day I will not get 'crabby' with the heat but stay as cool as a cucumber! So another BIG thank you.

Staff Nurse Suzanne and I are as always very grateful for all the items the Friends of Crowborough Hospital fund for our patients and staff. THANK YOU so much

The main clinics continue as before with a wide variety of specialties covered as below:

Cardiology – Maidstone & Tunbridge Wells Trust	Gynaecology – MTW
Ear, Nose, Throat (ENT) – MTW	General Medicine – MTW
Rheumatology – MTW	Pain Clinic – MTW
Orthopaedics – MTW	General Pediatrics – MTW
Parkinsons – Sussex Community Foundation Trust	Continence Nurse – SCFT
AAA Clinic – SCFT	Multiple Sclerosis Clinic – SCFT
Diabetic Retinopathy – Brighton & Sussex University Hospitals Trust	
Myalgic Encephalomyelitis Clinic – ME Trust	

Sandra Barnes (Out patients Sister)

The Verbena Cooper memorial bench



This lovely bench has been positioned outside the main entrance. Many people have fond memories of Bene who served in the shop for many years, only retiring at age 95, and who knitted hundreds of beautiful items to be sold there. This bench has been kindly provided by members of her family and will be appreciated by many patients and visitors while waiting for their lifts.

The bench which it replaces is nearly 50 years old and has been moved to outside Grove House where there is presently no seating and it will benefit from some shelter from the elements.

Terry Moon

NEWS FROM AROUND THE HOSPITAL

X RAY

We are sad to report that our Superintendent, Jane Mackenzie- Bennett retired on the 31st July after some



15 years. Jane will be very much missed by us all but we wish her well in her new adventures. Jane will be replaced by Kirsty Humphry who some of us have worked with in the past, so welcome to Kirsty!

Here is a photo of the X Ray Departments of Crowborough and Uckfield enjoying Summer frivolities. Our Jane is in the centre at the front.

I was asked about the system in our Department for appointments and the sending out of reports, so I thought I would try to make it clearer.

X Ray requests are sent to us from the surgeries via courier or by email if the request is more urgent.

For those requests flagged as urgent by the GP we try to book appointments by phone. The other (non urgent) appointments are sent out by post. All post is dealt with on the day it is received. Patients are sometimes seen on the same day as their request has arrived. Generally everyone will be seen within 10 days (to allow for the postman!)

Our X Ray reporting is carried out at the Queen Victoria Hospital in East Grinstead. All reporting is carried out very promptly by them. The reports are sent out by QVH in two ways, either by electronic communicator (if the Surgery is set up for this) or by first class post. In the case where an urgent finding is made, the report is sent immediately by Fax.

We try to give a great service and hope that you will continue to support our efforts.

Kathy Haghighat (Senior Radiographer)

THE FRIENDS' SOCIAL DAY CENTRE

The summer holidays have arrived, with them comes a little extra help which is always nice! Many thanks to Lily for all her hard work.



Numbers attending the service fluctuate with factors such as clients' health and personal circumstances having an influence. We do now have a certain number of spaces on Monday and Friday. Referrals come in from family members, care for the carers, navigators and community workers.

This year, Joan (our kitchen assistant) retired from the NHS Trust. Joan had been with us since the first day and could be relied upon to manage any situation that we put her way. She was especially helpful when we began to buy in a certain amount of food ourselves in order to reduce waste and become more cost effective. Her departure potentially left a big gap, but we had excellent temporary support from two kitchen assistants from the hospital. The new permanent position is now filled by Jo, who has settled in easily, become highly valued and much appreciated by all. She has a patient and positive attitude with the all-important sense of humour that makes such a difference.

THE FRIENDS' SOCIAL DAY CENTRE cont.

We have started a networking group with other organisers that run local services or work within the community so that we can share information and get to know each other.

Congratulations go to Sheila and Linda, our volunteers, who have started 'Two do Tea'; an afternoon tea that is supported by the Friends and runs in the day centre on the first Thursday of every month. The first few afternoon teas have been very encouraging.

Jane Hayward, Social Day Services Manager



"TWO DO TEA"

***Come for Afternoon Tea
Everybody Welcome***

at

The Day Centre

Crowborough Hospital, Southview Road.

First Thursday of every month

2pm - 4 pm

£3.50

(Price includes tea / coffee / sandwiches & cakes)

Tel: Linda (01892) 664966

or Sheila (01892) 664576

Booking Essential as places limited

(No transport available)

THE FRIENDS' NEWS

AGM

The Annual General Meeting of the Friends took place on 24th July in the Day Centre, presided over by President Dr Kate Stokes. A welcome was extended to members, volunteers, friends and invited guests.

Kate introduced the speaker for the evening, Dr Ian Francis FRCR, Diagnostic lead, Queen Victoria Hospital NHS Foundation Trust who gave a talk entitled "The Benefit to patients of the new X-Ray facility at Crowborough Hospital." He began by thanking the Friends and supporters for their support in developing the facilities. As Diagnostic Lead, he reviews x-rays taken at Crowborough, Lewes and Uckfield Community Hospitals and posed and answered the question "Why have community diagnostics?"



- close to home,
- ease of access
- rapid turnaround (same day or if urgent 2hours)
- next step reports,
- improves efficiency
- work well with primary care

He said that there is scope to increase the use of Crowborough x ray department. Increased use depends on GPs referring patients to the service, and for service commissioners and providers to support it. Pressures are financial and being able to recruit an adequate workforce.

Peter Horn (Chair of Sussex Community NHS Foundation Trust) spoke to congratulate the Friends on a successful year with considerable financial contributions being made to both x-ray and the birth centre. He said that SCFT values the relationship with FoCH which provides a link between the community and NHS, increasing the sense of ownership and involvement.

Reports were presented by the President and the Treasurer. These, along with reports from the Chairman, the Trustees, the Social Day service, Crowborough Birth Centre and other areas of the hospital can be found in the AGM booklet or on the Friends website.

From the President's Report

"This coming year, the Friends will continue to raise funds to welcome and support all the patients, be they outpatients or inpatients and also staff that come to Crowborough Community Hospital. The Friends will also continue to support our NHS through its future changes.

You may have heard about Primary Care Networks. As from April of this year, GP practices have been able to come together in groups that aim to work closely with each other and with other primary and community care staff and health care organisations, to provide integrated services to their local populations. Dr David Roche is the nominated Clinical Director for the High Weald Primary Care network. He has provided the following update for me to share with you.

"The High Weald Primary Care network consists of seven practices: Beacon, Saxonbury, Mayfield, Forest Row, Rotherfield/Jarvis Brook, Wadhurst and Groombridge/Hartfield, covering a total of about 56,000 patients. The lead practice is Beacon surgery, which acts as a conduit through which funding for the Primary Care network will flow, before being distributed to practices and used to purchase services. Decisions will be made at Primary Care network meetings where each practice will be represented. The idea is that for some primary care services, practices will work together to provide them. GPs will be able to employ pharmacists to help with repeat prescribing, 'care navigators' to help patients with social problems, paramedics or first contact physiotherapists to reduce the number of appointments GPs have to provide in a day and improve the service to patients. To be part of the Primary Care network, practices have to undertake to provide extended hours services."

Planning for closer to home, in the next year the Friends of Crowborough Hospital will embark on an exciting plan to deliver an improved social media presence. We are very grateful to Chris Guiton who has volunteered to offer his expertise to help us in this matter. This year we also welcome Juliet Morris who has joined the Board of trustees and who brings her expertise in accounting which will of great benefit in the future.

I wish to extend our gratitude to everyone who generously supports our Hospital with donations, legacies and valuable time. Everything you give is very much appreciated. Thank You."

Dr Cathryn Stokes, President

AGM cont.

PRESENTATIONS

As is customary, presentations were made to volunteers in respect of particular service they have given.



Volunteers Linda Sickel, Sheila Bailey and Sylvia Westwood were commended in appreciation of the outstanding commitment demonstrated to the Social Day Service. "This past year during the 6 months when their manager was away due to illness, all three volunteers have shown exceptional commitment to the Social Day Service. They have all stepped up in terms of flexibility and organisational skills to help keep the Social Day Service running with minimal disruption."

The photo shows Linda and Sheila receiving their awards.

Mike Eldred was recognised on the occasion of his retirement as a Trustee, and in recognition of his 25 years of exceptional commitment to the Friends and to the Hospital, and in particular for his dedication to the fête and transport service. Mike has been a Trustee of the Friends since 25 September 2002, although he had been a stalwart of the fête team for many years prior to that. He first became involved with the Friends when Sylvia, (his wife) became Fête Secretary in 1994. This, therefore, is a celebration of Mike's 25 years volunteering for the Friends, as well as of his retirement. Apart from being an active member of the board of Trustees, Mike has been our Transport manager and both a driver and passenger assistant for our ambulance and minibus service. In these roles, he has supported both our Social Day Service and the hospital's Neuro-physio Rehabilitation Clinic that also runs out of the Day Centre. He also looks after our insurances, both for transport and our liabilities, so that we can all sleep at night! The Trustees extend their deepest thanks to Mike for all his hard work over the years, and we wish him and Sylvia well in his retirement, although we hope he might still find some time to help us out on occasion!



PAST EVENTS

CROWBOROUGH SUMMER FAIR

The Friends had a stall at the Crowborough Summer Fair on Saturday July 13th.

We sold £62 of raffle tickets and £70.47 of items from the shop as well as raising the profile of the Friends and the work we do.

This was also the debut of Bumble, the Moons' new puppy who is taking over duties from Rollei, his predecessor.



Fair, what fair?
Nothing to see here



Now I see!
Anything else over there?



Boss said "show your best side
and pretend to be on guard"

THE FRIENDS' NEWS

The Friends Hospital Shop

Do visit the shop for cards and gifts, knitteds and crafts, eggs, cakes, jams and preserves to name but a few of the items available at excellent prices. The shop is open Monday to Friday 10am til 4pm just inside the main entrance.

On 16th July, the shop volunteers organised their annual cream tea at Barnsgate Manor and 20 ladies attended.

Maureen Bagwell (shop manager) would like to thank all the volunteers who regularly give their time and in particular Rosemary Marsh who arranges the rota and Gill Hart who has recently taken on extra duties.

Donations and Purchases

Mandi Saunders recently raised a magnificent £1017 for the Birth Centre "I did a monster mud run in East Grinstead. I raised £452 that my employer (Barclay's Bank) matched, and with Gift Aid, the total is over £1000. I chose Crowborough Birthing Centre as my two children were born there in 2017 and 2011. I was born there in 1984, my father in 1957 and my grandfather was under the care of Crowborough midwives in the 1920s!"



Well done and a big thank you, Mandi!

The Birth Centre also recently raised £120 from a cake sale and £150 from a sale of knitwear.

Individual donations and subscriptions to the Friends totalled £110 and 50 euros.

Purchases

In patient therapy exercise programme—£123

OT equipment and aids for patients returning home from hospital - £92.45

Speech and language therapy books for the waiting area - £46.00

On-line Giving

Our online donation platform has changed to Virgin Money Giving following the closure of BT Mydonate. Single donations be made by online transfer or separate pages can be set up to support donations or sponsorship for an event. Gift Aid can be collected automatically to add a further 25% to donations simply by clicking the appropriate instruction. Please see our web site for a direct link.

Group Donations

Wednesday Fellowship Crowborough United Church - £50

2 do tea - £24

Grove House from the sale of flower pens - £12

Boxes totalling £288.73 were opened from : Zest, Kreshaa Express, J B Bakery, Crowb. Shoe Repairs, Hospital Shop, Catts Inn, Value Essentials, Morrisons Pharmacy, News Plus, Rotherfield Stores

As always, we are extremely grateful to all donors, friends and businesses for their generous support.

In memoriam gifts of £392 were received in respect of:

- Mrs Margaret Cooke
- The mother of Mrs Charsley
- Mrs Olwen Wickens (through the Seeboard retired members association and TW district Oddfellows)

We extend our condolences and our grateful thanks to the families and friends of these people.

FORTHCOMING EVENTS

The Hospital Fete will take place on Bank Holiday Monday August 26th

Organisers are now asking for goods to sell on the day.

Donations of good quality books, clothes, shoes, collectables, bric-a-brac, jewellery and tools are urgently needed for some of the Fête's busiest stalls.

Contributions can be received at the hospital in Southview Road, Crowborough at the sheds adjacent to the main hospital roundabout,

Wednesdays 10.00 – 12.00 or Friday afternoons 2.00 – 4.00.

Plants, cakes and fresh produce can be delivered on the morning of the fete.

Queries: 01892 661667



The stalls this year will include Collectables, Clothing, Books, Toys, Cakes, Games, Puzzles, Face Painting, Linen and Curtains, Plants, CDs and DVDs, Tombola and more. To entertain you we have Jimmy the Jester who will perform as well as teach youngsters to juggle etc, Coconut Shy and Plate Smashing. There will also be hamburger and ice cream vans.

We are still short of a couple of pop up gazebos to shelter from the sun and rain. If anyone could lend us one we would be very grateful.

Please get in touch with Ricky Booth by email on fete@foch.org.uk



Caring for the Heart
of the Community

Friends of Crowborough Hospital

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Web: www.foch.org.uk

Registered Charity No. 231379

Inland Revenue Charity Code:
YAF88PG

Hospital Fete Bank Holiday Monday August 26th 2pm–5 pm

Stalls will include Collectables, Clothing, Books,
Toys, Cakes, Games, Puzzles, Face Painting, Linen
and Curtains, Plants, CDs and DVDs, Tombola etc.
To entertain you we have Jimmy the Jester who will
perform as well as teach youngsters to juggle etc,
Coconut Shy and Plate Smashing
There will also be hamburger and ice cream vans

Membership of the Friends

We hope that those of you who are not already Members would be interested in joining the Friends.

Membership is just £10 a year, or you can become a life Member for a larger sum. If you would like details of this, please get in touch.

If you would like to pay by standing order, we would be happy to arrange this for you.

For those who are tax payers we can arrange (at no cost to yourself) for the Inland Revenue to make an additional payment to us equal to the amount of tax that you would have paid on your donation or membership (Gift Aid). In this way, your donation can be of even greater value. Changes made by the Inland Revenue in respect of how Self Assessment tax forms are completed for charitable donations mean you will need the Code (shown above) if you complete such a form.

As a Member you can be as involved as you wish, joining one of the committees, or just supporting the work of the Friends by attending events during the year.

If you would like further information on any aspect of the Friends or would like to become a volunteer or a Member, please get in touch with us at the address above, or by phone or e-mail.



Office Opening Times

The Friends' Office is not manned every day due to lack of volunteers. If we are closed, please leave a message; written, telephone or e-mail and we will contact you as soon as we are able.

Mail can be left in the black letterbox outside the office.



Donations / Membership

I/we would like to make a donation to support the work of the Friends of Crowborough Hospital.

Our donation includes a £10 membership subscription (yes/no).

I/we enclose a donation of £

The Friends may reclaim tax ☐ (Gift Aid)

Name

Address

Post Code

Telephone

E-mail

Date

Please send details of how I/We may make regular donations ☐ (Standing Order)

Donations should be returned to:
Friends of Crowborough Hospital
Crowborough Hospital
South View Road
Crowborough TN6 1HB

Aug '19