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Dear Chairman,

Kent Community Health NHS Trust welcomes the committee's report "Not the default option" and is working with NHS Kent and Medway and the emerging Clinical Commissioning Groups to respond to the recommendations and contribute to the report which has been requested by the end of this year.

We work closely with our commissioners on the development of alternatives to A&E and on services which prevent people from having to go to hospital in an emergency or unnecessarily. Our preventative services promote good health; people are supported to manage their health in the community, especially those with long-term conditions and we are working increasingly closely with GPs, so that patients are assessed and their needs identified, and addressed, at an early stage so they stay healthier for longer.

We are working closely with KCC to develop integrated health and social care teams to deliver care which meets individual patients' needs and we are developing a multi-skilled workforce able to carry out a range of interventions.

Our specialist services for children focus on children who are seriously ill and families with high levels of need; meeting the needs of vulnerable adolescents and ensuring early support for disabled children, young people and their families. All of these services contribute to preventing ill health, avoiding emergency admission to hospital and support people who do need to go into hospital to leave earlier.

The services available at our seven Minor Injury Units, and their opening hours, are developed to respond to the needs of the local population and are kept under review. Information about them is available on our newly launched website and online Directory of Services [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk) which provides patients and commissioners with consistent details and a search function for community health services where you live.

The Directory of Services also has:

- A patient information library with our patient leaflets in downloadable format
- Surveys for patients to tell us about their experiences of our services
- Patients can also rate services and leave comments
- Information about the Trust including board papers, reports and publications.

Yours sincerely,



Marion Dinwoodie  
Chief Executive