



Community Engagement Update

November 2020

Hello

Throughout these past few months, I continue to be heartened by the acts of kindness and support offered by so many of you, to help members of our community get through each day.

It has been very busy at the Trust and although later than planned, I am pleased to provide the community engagement update below:

As many of you are aware, the **Improvement Plan** was launched in September and part of the [plan](#) includes delivering the **Digital Strategy**, of which we are planning bimonthly engagement sessions in December, February and April. These sessions will be covering the overview, plans and shared care records; digital outpatients and remote monitoring; and long term condition self-management.

This engagement will be carried out with those who have expressed an interest in taking part and we have invited these volunteers to be part of a People's Panel. This panel of volunteers will participate and work in a positive partnership to help co-design services proposed by the Trust's Digital Strategy.

Our Trust would like to thank those who attended our **Supporting Organ Donation web chat** where they were presented with information about the law change and the impact of COVID-19, and most importantly the message of making your wishes known to your loved ones.

Further thanks go to those who attended our **Annual Members' Meeting** and **Black History Month celebration** (with special thanks to our speakers including Christine Locke, CEO of Diversity House).

Finally, I would like to pass on my thanks to those who I have met with, including all who continue to include me in your community group meetings, sessions and events over the past few months:

Medway Neurological Network, Medway Community Faith Forum, Medway Voluntary Action and VCS, Swale Community Empowerment Network, Medway Council, Medway Dementia Action Alliance, Dartford and Gravesham NHS Trust, Kent Police, Kent and Medway Clinical Commissioning Group.

Examples of questions raised include:

Medway Parent and Carers Forum raised concerns that several parents and carers are reporting problems with the social distancing team at the entrance of Medway Maritime Hospital insisting that their children wear masks and saying no one is exempt. Many have children aged up to 25 with invisible difficulties and disabilities.

This was raised with the hospital's head of security who apologised and said staff have been advised that they must accept explanations from those who do not wear a mask due to a condition. Children aged under 11 do not have to wear a mask under the government guidelines.

What wards are closed for visitors and how do families get updates on loved ones or family?

We have had to take the difficult decision to limit visiting due to the increase in COVID-19 cases. [Read more here.](#)

How are patients protected if they have to stay in a ward?

We reassured that the Trust has a range of measures in place to ensure the safety of those coming to our hospital, including appropriate PPE for staff, hand hygiene stations and the wearing of masks on hospital sites, one-way systems and social distancing.

Trust News:

Limited visiting from Tuesday 3 November

Unfortunately we have had to take the difficult decision to limit visiting at the hospital until further notice. This includes visiting patients on the ward and attending with a relative who may be attending a routine appointment in main or specialty outpatients, including maternity. The only exceptional circumstances where one visitor or companion – an immediate family member or carer – will be permitted to visit/attend are listed below.

- The patient is receiving end-of-life care.
- Patients with learning disabilities
- Patients with delirium
- A woman in labour (who may have one birthing partner).
- A parent or appropriate adult visiting a child.

Please discuss these circumstances with the nurse or midwife in charge. We know how worrying it can be for people unable to visit family and friends in hospital during these worrying times. You can keep in touch with your family member or loved one by sending an email with family updates, photos or drawings to medwayft.patientexperience@nhs.net which will be passed onto the patient (please include the patient's name and ward), and of course by calling the ward.

We fully appreciate that this is a difficult situation but we must put all the measures in place to protect our patients, staff and community and stop the spread of the virus. We thank you for your cooperation and understanding.

We are open, we are here

It is important to: get medical help if you need it; attend any appointments or procedures you have booked, unless you are instructed not to attend; come to the hospital if you are advised to by another health provider (such as your GP or NHS111). [Read more here.](#)

Introducing Jo Palmer: Chair of Medway NHS Foundation Trust



Our Trust is pleased to announce that Jo Palmer has been appointed as Chair. Jo said: "It is a great privilege to be taking on the role of Chair and I thank the Governors for the confidence and trust they have placed in me. Our Medway has huge potential, with dedicated staff and an incredibly supportive community, and I am eager to continue the work that is well underway to make Medway an outstanding place to work and to care for our patients and their families". [Read more here.](#)

Welcoming our new Governors

Our Governor elections have concluded and I am also pleased to introduce you to our **new Governors** as follows:

Kimberley Lancaster: Staff Governor



I have been with the Trust over a year and I have seen that often voices are not being heard. staff, patients and visitors are either reluctant or don't know how to express their thoughts and views and I know this is a culture we are all looking to change. I am approachable, dependable and here for all, while upholding and promoting Organisational Values. I have always had a passion for ensuring all views are expressed and every voice is listened to and feels supported. I am a valued member of the trust and deploy good communications with stakeholders.

Mohamed Mohamed: Staff Governor



I am a consultant surgeon at Medway Hospital where I have been working since 2003. I care passionately about delivering high quality and safe care and services to our patients and their families/carers. I believe that my experience of working on the frontline at Medway for 17 years, together with my previous experience as a school governor for seven years, including two years as chairman, enables me to be an effective governor. I am a critical friend to the hospital, ensuring management's accountability, and work hard towards improving patient outcomes and safety.

Penny Reid: Medway Governor



A resident of Medway for 45 years, I hold degrees in Law and Human Resources, and have worked in education for 20 years giving me invaluable and relevant experience in the public sector and governance. My community is important to me and my aims are to: Improve all communication across the hospital and within the community; support an effective people strategy to deliver consistency, development and achievement, ensuring every person counts; and positively contribute to the success of the hospital as a caring centre of excellence.

Colin Hall: Medway Governor



There are two reasons why I put myself forward for the position as Governor. Firstly, I was diagnosed and treated for cancer at Medway Hospital, and due to the skills and dedication of the urology team led by Professor Sheriff; I'm now in my tenth year of remission. I feel that by becoming a Governor I can in a small way repay the debt I owe the hospital. Secondly, having served as a Governor of the South East Coast Ambulance Service, I will bring a wealth of experience to the table.

Jade Griffiths: Swale Governor



It's my belief that all should have access to and receive the very best of care from our local hospitals. I'm extremely passionate about promoting positive health and wellbeing to my community, family and friends and would like the opportunity to give back to the hospital that has provided so much. I've previously worked for Medway Public Health in various Health Improvement roles and sat on a secondary Academy Council. The skills gained along with my passion for health and wellbeing provides me with an understanding and empathy to not only the community but the hospital's leadership team and staff.

Kelly Phoenix: Swale Governor



I have lived in the area of Swale my whole life, carrying a passion for helping others to use their voices and supporting them to be heard. I have volunteered in many roles within the community giving me great insight into many factors. I graduated university with a BSc Honours Degree in Health Studies and I have just finished and passed an equality and diversity course. I understand the pressures that the health services are under from an academic background but also, as a single mother within the community and the frustrations that can be faced accessing health care.

Join us at our future events:

Meet the Governors Coffee Morning

Our Governors, who represent local people in Medway and Swale, are pleased to invite you to our **virtual 'Meet the Governors Coffee Morning'**. This virtual meeting is your opportunity to ask questions and share your views about services provided by Medway Maritime Hospital.

You are welcome to join us on **Tuesday, 24 November at 10am**. This meeting will take place via MS Teams and here is the link to join the meeting: [Click here to join the meeting](#)

For ease of access, we recommend downloading the MS Teams app beforehand. (For mobile devices this can be done via the normal app stores and is free of charge).

If you have any queries or require further information, please do contact us by return email: met-tr.members-medway@nhs.net

[Become a member of Medway NHS Foundation Trust](#) (it's free) so you are kept up to date with the latest news and events.

Get in touch

Please do let me know if your organisation has any upcoming meetings. We would be happy to consider how we can provide a further update.

Thanks to you all and very best wishes.

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