



Our website
medway.nhs.uk



Our Facebook page
Medway NHS Foundation Trust



Our Twitter feed
Medway_NHS_FT

NHS

Medway
NHS Foundation Trust



Best of care
Best of people

news@Medway

AUGUST/SEPTEMBER 2017

In this edition

Page 5 »

Meet our award-winning staff

Pages 6-7 »

Supporting people with dementia



Page 9 »

Trust's international research awards



Medway aims for brilliant!

Over the last few years at Medway we've made significant progress in improving the care that we provide to our patients.

Michael Addley

We know we still have more to do to ensure the people of Medway and Swale get the care that they want and deserve and to make sure that we keep up the momentum of improvement at the Trust; that's why we have launched our Better, Best, Brilliant improvement programme. 'Better, Best, Brilliant' is about putting patient

care at the heart of everything we do, ensuring you receive brilliant care, from highly trained staff, in the right place and at the right time.

It's about the hospital as a whole moving from being better, to best and on to being genuinely brilliant in the way we care for our patients.

Turn to p2 to find out more about the 'Better, Best, Brilliant' programme

Among the things we are working on are:

- ✓ Ensuring you spend less time waiting in our Emergency Department
- ✓ Using the latest technology to reduce unnecessary paperwork, freeing up doctors and nurses to spend more time caring for you
- ✓ Working with our healthcare partners so you get the right care in the community when you are ready to leave hospital
- ✓ Continuing to build our workforce so that you receive brilliant care from highly trained staff.



Puzzle page: brainteasers, mind benders and more p11 Find your way around: hospital map p12

Medway's plans to improve your care

Welcome to the August and September issue of *News@Medway*. I'm very pleased that this issue we are able to unveil our 'Better, Best, Brilliant' initiative, our wide-ranging plans to further improve the care that we provide to you and your families. We are committed to taking our services from being better, through to being best and on to being brilliant, with more efficient and effective care across the hospital.

We've got some great news to share with you about how we are supporting new mums in

maternity (page four) and some of our cutting edge research in our gynaecology department (page nine). We're also showing off some of our superstar staff, who won awards in our recent staff awards in recognition of going above and beyond in their care for you and for their hard work in improving our organisation for all of us (page 5).

Dementia is a challenging condition that affects increasing numbers of people – both those who have it, and their loved ones who

care for them. Our centre pages this issue showcase some of the work we are doing to support those with dementia and their carers. I hope that you will find these pieces, and all of the articles in the paper, useful and inspiring. If you need more information about any of the stories here or want to access any of the support we're discussing, please speak to one of our staff who will be happy to help.

Lesley Dwyer, Chief Executive



“Our centre pages this issue showcase some of the work we are doing to support those with dementia and their carers.”

Lesley Dwyer, Chief Executive

Go with the flow!

One of the key focuses of our Better, Best, Brilliant improvement programme is on improving patient flow throughout the hospital.

Flow is an extremely important issue for any hospital, and ensuring that there are enough bed spaces to enable patients to move through the hospital from admission to discharge in a timely manner, is an ongoing challenge.

The aim that 95 per cent of patients attending the Emergency Department should be admitted, discharged or transferred within four hours is one of the highest profile NHS targets and this target is impacted significantly by poor flow.

Simply put, if there are not enough bed spaces in the hospital, patients cannot be transferred to a ward from our ED, meaning they have to wait longer in the department than we would like; this isn't good for our patients or for our ability to treat patients in a timely manner.

This why we have been looking at all aspects of patient care from the moment our patients enter ED to the moment they are discharged.

Our improvement journey will continue into the future, so make sure you read future editions of *News@Medway* to see how we are doing.



Avoiding unnecessary delays means better care for everyone

Thanks to the hard work of staff and some key changes to the way we care for patients we have made big improvements to our A&E performance in recent months. These are some of the changes that we've made:

- 1 We have incorporated a front-door streaming model which ensures patients receive treatment in the appropriate setting; an increasing number of patients are treated by GPs for more minor conditions.
- 2 We've opened medical and surgical assessment areas to reduce crowding in ED.
- 3 Lister Ward has been opened as a 24-hour unit to increase flow in the evening.
- 4 We've increased the use, resourcing and opening hours of the discharge lounge so that it becomes the default option for patient discharges. This means that beds on wards can be made available earlier in the day, helping flow throughout the organisation.
- 5 We've increased the number of patients who can be cared for in the surgical assessment unit, creating a new 'short stay' acute surgery ward and ring-fencing elective orthopaedic surgery beds to ensure that patients with planned surgery continue to be treated even in very busy periods. This has meant increased capacity in the system helping patients who need urgent surgical care to move through our ED more quickly, get treated and get home sooner.



Streaming delivers the right care for the patient and their condition



“We've seen some really fantastic progress with our performance in the ED. This is thanks, not only to the hard work of the ED staff but of everyone across the hospital. Most importantly, it means that our patients are cared for in an appropriate environment; we don't want to see any of them having to stay in the ED for more than four hours.”

We've shown that by working differently we can provide timely care. Now we need to ensure that this continues in the days, weeks and months to come.”

Cliff Evans, Consultant Nurse



The discharge lounge helps transition patients home

Unicef recognises Medway's 'Baby Friendly' commitment

Jodie Moore

We have passed the first two stages of the rigorous assessment to become accredited by Unicef (United Nation's Children's Fund) as a Baby Friendly organisation and are well on our way to getting full accreditation early next year.

The Baby Friendly Initiative is a worldwide programme initiated by the World Health Organisation and Unicef. Its aim is to enable health and care professionals to help parents make informed choices about how they feed and care for their babies, including supporting mothers to breastfeed and to help them overcome any challenges they may face.

"Breastfeeding isn't easy, and it's even harder if mothers don't get the support they need from the very start," said Jo Maynard, Lead Midwife for Infant Feeding at the hospital.

"We were delighted to achieve stage two of the Unicef Baby Friendly Initiative which shows that our team has the knowledge and skills to give mothers – and fathers – the highest standard of support and care to be able to feed their babies.

"We are one of only two Trusts in Kent to have passed stage two which is a tremendous achievement."



Recommending the award to the maternity and neonatal units, Unicef's assessment team said: "Medway NHS Foundation Trust presents a positive approach towards implementing the Baby Friendly Initiative standards and has consistently displayed enthusiasm and commitment towards providing an effective training programme.

"The assessment revealed that staff are equipped with the knowledge and skills to implement Baby Friendly standards to support parents to have close and loving relationships

"We were delighted to achieve stage two of the Unicef Baby Friendly Initiative. We are one of only two trusts in Kent to have passed stage two which is a tremendous achievement."

Jo Maynard, Lead Midwife for Infant feeding

with their baby, promote breastfeeding and support mothers with feeding their baby."

The next, and final stage, will involve interviews with pregnant women and new parents across Medway and Swale to assess if they have been given the right support and care, according to the Baby Friendly Initiative standards. "We are committed to supporting every parent to build strong relationships with their babies and we are continuing to work towards the next stage," said Jo. "We hope to achieve full accreditation by March 2018."

Where you can find your copy of news@Medway



The newsletters are free and distributed throughout the hospital.

They can be found in:

- Macmillan Cancer Care Unit
- Postgraduate Centre
- Diabetes Centre
- Restaurant
- Outpatient areas 1 to 7
- Emergency Department
- Sunderland Day Case Centre

We're improving

We've made significant progress over the last few years and we want to continue to improve to ensure the people of Medway and Swale get the care they deserve.

Here are just some of the improvements we've made at Medway Maritime Hospital this year.

NHS
Medway
NHS Foundation Trust



Stay in hospital

On average, our patients stay only **9 days** in hospital



Consistent treatment

Our patients **see fewer doctors**, which allows them to receive more consistent treatment



Patient Safety

We considerably reduced our Hospital Standardised Mortality Rate from **120 to 99**

Nursing vacancies

We reduced our Emergency Department's nursing vacancy rates from **65% to 17%**



Transformation

We exited special measures!



Highest rated in Kent, Surrey and Sussex

80% of trainee doctors were satisfied with the training and supervision provided at Medway



90% detection

Our **baby unit surpassed** the 50% national benchmark for detecting severe congenital heart defects



Elderly patients

We **extended** our service for frail elderly patients to weekends



Home First service

reached its **1000th** patient milestone



Emergency Department

93% of patients were seen, treated, and admitted or discharged within four hours



Smoke free

We are now a **smoke free** hospital

Best of care
Best of people

Medway tops table for training

A survey of junior doctors by the General Medical Council (GMC), the doctors' regulatory body, has put Medway at the top of the table for NHS trusts across the south east for training.

The 2017 GMC Trainee survey put the Trust as the highest scoring NHS acute trust in Kent, Surrey and Sussex with an overall satisfaction rating of 79.64 out of 100, above the national average of 79.32. The survey also shows a range of improvements across the board since last year, including increased scores in overall satisfaction, clinical supervision, reporting systems, workload, induction, experience, feedback and teaching. Areas that trainees found to be particularly outstanding were clinical supervision, induction, local teaching and education governance.

Carol Atkins, Medical Education Manager at the Trust, commented: "We work hard to ensure that our doctors in training get the best supervision and support we can give them to help them on their way as the next generation of NHS doctors. We do have some areas where we want to improve more, particularly around handovers and supporting effective teamwork, however we're really pleased that our junior doctors are having a good overall experience with us. A big thanks to them for letting us know we're getting it right."



Members of the Housekeeping Team

Housekeeping heroes

Michael Addley

More than 4,000 people work at Medway Maritime Hospital, carrying out a diverse variety of roles, all focussed on providing the best possible care for our patients.

This means that no matter what time of the day or night you visit, there will be many members of staff working hard behind the scenes to ensure the hospital is a safe and pleasant environment for our patients, visitors and staff.

Our Housekeeping Team plays a crucial role in ensuring that the hospital remains clean – helping to prevent infections and ensuring patients remain safe. They also support the delivery of clinical care – providing important extra touches that make a real difference to our patients.

News@Medway caught up with Ann Alderson, Housekeeper to find out more:

"I've worked at Medway for 17 and a half years, and I absolutely love my job. Housekeeping is not just about cleaning, we

do lots of other duties too. You may have seen us around the hospital – if we have dark green uniforms it means we carry out general cleaning duties on the wards; if we are wearing pale green uniforms it means we are working as hostesses – helping to hand out food and all the other issues that come with that.

"A lot of housekeepers have had other careers before working in the hospital and we can bring a huge variety of life skills to our roles. We work as a team, and couldn't fulfil our roles without relying on one another.

"Our nurses on the wards are incredibly busy, so we often help out by supporting patient families, with concerns such as accommodation and parking if they have travelled a long way.

"Sometimes patients need a cup of tea or just need a listening ear and some reassuring words. This is great for the patients but also means that our nurses have more time to do what they do best – making people well again!

"If you see us around the hospital and need some help, please don't hesitate to stop us – we know the hospital like the back of our hand and we love a chat!"

What do you think? Medway is seeking your views on its housekeeping service

We are working with the Birch Foundation to gain feedback from our patients on our housekeeping service. This will help us to ensure that the service can best meet the needs of patients in the future. Laura Smith, Head of Facilities says: "The Housekeeping and Hostess teams are exceptionally hard working and a key outcome of this project will be ensuring that they have all the information, training and support required to succeed in delivering a quality service".

If you would like to provide feedback please email:

✉ Laura.Smith32@nhs.net

Let us know about your experience at Medway

Your feedback is important to us – by letting us know about your experience, we can make sure we focus on making improvements where you think they need to be made. You can give us your feedback online on the NHS Choices and Patient Opinion websites (just search for Medway Foundation Trust) and by filling in a feedback form from the hospital's main reception. You may also be contacted by text or phone by the Trust after you have received treatment with us to give us your feedback through the Friends and Family Test; these calls and texts are free of charge.

“What an amazing bunch of midwives Medway Hospital has. I gave birth today and dealt with quite a few midwives throughout the day all of which were brilliant. I felt completely at ease and had a very un-stressful labour. Even got a hug of congratulations at the end! ”

“I brought my teenage son in today who had ripped his finger nail off, from the time of leaving my house and walking back through the door 1.5 hrs tops. Which also included waiting for an x-ray. Couldn't be any happier with the visit. All the staff were happy and helpful. Would just like to say a massive thank you to all involved. ”

A chance to share your views on the future of health and care in Medway

Medway Clinical Commissioning Group (CCG) is holding a series of engagement events designed to help shape the future of local health and care in Medway.

The first event on Tuesday 5 September will focus on the provision of urgent care in Medway. It will take place at St Georges Hotel, 8 New Road, Gillingham, ME4 6BB from 6.30pm to 8.30pm.

At the event, the CCG will discuss proposals to create a new urgent care centre at Medway hospital, including how you and your family can access immediate medical help in a non life-threatening situation.

You will also hear about improvements to NHS 111 and about plans to extend access to GP services, seven days a week.

On Wednesday 13 September, the CCG will

hold another event to discuss the Medway Model – a new partnership approach to delivering care and supporting wellbeing in Medway to help people stay healthy longer, make sure care is more joined up and takes place closer to home.

This event will include experts from primary care, social care, the local authority and mental health to talk about how we can work better in partnership. The meeting will give people a chance to:

- ✓ Understand how GP practices are planning to work together across local areas and what difference it will make to patients
- ✓ Hear how services are joining up in your area to get better at providing care locally
- ✓ hear about innovations in technology to improve local care

- ✓ Tell the CCG what you want from local care in the future.

The event takes place at the Holiday Inn Rochester, Maidstone Road, ME5 9SF from 1.30pm to 4.30pm.

There will also be information about the wider plans for transforming health and social care services across Kent and Medway as part of the Kent and Medway Sustainability and Transformation Partnership.

All events are free to attend. Please contact the Communications and Engagement team at Medway CCG for more information or details on how to register your attendance

✉ medway.communications@nhs.net
☎ 01634 335111.

Well done to all our fantastic staff!

Celebrating Excellence Awards 2017

“ I was delighted to attend our staff awards and to present awards to staff who had been singled out for making a difference to patients in their care, or for providing support behind the scenes. I was also very pleased to hand out long service awards to staff who have shown dedication over 20, 30 and 40 years. It was a lovely occasion, and a reminder of the fabulous staff we have at Medway and another great opportunity to showcase the great work our staff are doing in providing the best of care. ”

Lesley Dwyer, Chief Executive



The fantastic work of doctors, nurses and support staff was recognised during an annual awards evening hosted by the Trust in May at Priestfield Stadium, Gillingham.

The Celebrating Excellence Awards – now in their 15th year – recognise the staff who go the extra mile to improve the experience that patients have when they visit the hospital. The event also provided an opportunity to celebrate staff receiving long service commendations. The Medway Messenger once again teamed up with the hospital to launch a readers’ Hospital Hero award. In what was a close-fought contest following a strong response from readers, Lorraine Bennison, a Clinical Sister in paediatrics, scooped the prestigious award. Congratulations to all of our award winners and long-servers!



Hospital Hero Award
Lorraine Bennison



Best Employee Award
Sue Lein



Best Innovation
Niksha Patel



Best Supporting Service
MDT Co-ordinators and Admin Team



Best Apprentice
Rima Chatrath



Best Volunteer
Phil Davison



Best Team Award
Endoscopy Team



Best Patient/Customer Care
Neil Kukreja

Supporting people with de



Dementia describes a set of symptoms that may include memory loss and difficulties with thinking, problem-solving or language.

Dementia symptoms can come about through a number of different conditions and will often start small, but can become severe enough to affect someone's daily life, including their mood and behaviour.

Most often it occurs later in life but for some, such as Lorraine on the opposite page, it can occur earlier. At Medway we want to provide the most support that we can for those with dementia, as well as those who care for them.

If you have dementia, or are caring for someone with it, and would like more information or support, please speak to one of our staff.

Keeping up enjoyment of eating with finger food

Our catering manager, Peter Reeson, and his team have been working with our elderly care team on a novel way of supporting dementia patients – through finger food.

For people with dementia, eating and drinking can become difficult. They may be less able to feed themselves and may also have a poor appetite or lose interest in food, making it more challenging to eat a well-balanced nutritional diet.

Finger food is a way of giving choice to dementia and stroke patients not only to support good nutrition, but also to independently eat the food they want.

Finger foods are prepared so that they are easy to pick up and eat with your hands and they are ideal for people who have difficulty in recognising or using cutlery.

Once a patient under our care has been identified by the dietician or clinical staff as being someone who would benefit from finger food, we will make sure that they have a good selection of tasty and nutritious food available that they can enjoy.

The menu choice has been specially developed to improve meal uptake and patient satisfaction, and individuals with dementia and their loved ones can be confident in the knowledge that patients will be receiving nourishing food even if they have lost interest in traditional meals.

Please talk to one of our ward staff to find out more.



Peter and his team created finger food to support patients with dementia

Additional support for those with dementia

We have a number of support programmes for individuals with dementia. These include the Butterfly Scheme, our Dementia Buddies scheme and our RITA systems.

If you would like more information about these, please ask a member of staff.



The Butterfly Scheme

The Butterfly Scheme is a simple and discreet way for patients to alert staff that they have dementia and they may need extra support while they are with us.

An opt-in programme, patients who sign up have a small butterfly symbol placed next to their bed.

We have specially trained butterfly champions who have a greater understanding of dementia to support individuals in the Butterfly Scheme; they will be aware of their condition and ensure that these additional needs are supported.



Dementia Buddies

Not everyone with dementia has someone to support them while they are in hospital. The 'Dementia Buddy' scheme at Medway provides an extra friendly face, listening ear and companionship as well as support during mealtimes to patients living with dementia.

Run through the Alzheimer's and Dementia Support Service charity, the buddies are fully trained volunteers who spend time on the ward giving quality time and make a difference to the overall hospital experience for these patients, as well as providing reassurance to families that their loved ones will have a visitor when they can't be there.



RITA systems

We currently have seven RITA (Reminiscence Interactive Therapeutic Activity) Systems in the Trust. These self-contained, touch screen units contain hundreds of interactive activities, tunes, comedy and sports clips, poetry readings, radio recordings, games, quizzes as well as over 120 movies.

It has the facility to save each patient's favourites and pieces that are meaningful to them, as well as storing information about their preferences, life story and photo collages. This amazing technology was introduced to assist people living with dementia as well as people recovering from stroke and head injury.

dementia – and their families

Lorraine Brown – ‘Warrior maiden’ fighting to make change

Dementia is ‘young onset’ when it affects people of working age, usually between 30 and 65 years old. It is also referred to as ‘early onset’ or ‘working-age’ dementia.

Krishna Devi

Having been diagnosed at the age of 61, Lorraine Brown walked into a Dementia café and immediately felt: “I didn’t belong in this world, I wanted my world back”. The people she met were all in the latter stages of their illness, many of whom were in wheelchairs, and who were in a very different situation to her. She faced the harsh reality there was nothing in Medway for younger people with dementia.

Lorraine’s passion to make a difference paved the way for her involvement with Medway Dementia Action Alliance, formed in 2015 to help improve the lives of younger people affected by dementia.

As Chair of Dementia Action Alliance Steering Group and nominated ambassador for the Alzheimer’s Society, she has been instrumental in challenging stereotypes and the stigma associated with dementia.

Looking back, Lorraine knows she has

always been a positive person and it was that positivity that gave her the motivation to work for change. “I have always had the sink or swim approach. I have a lot of conviction and compassion. I am a ‘warrior maiden’ fighting to make change, let people know it’s not just old people who get dementia, it can also be young people with children. Dementia is a disease of the brain, I have dementia but dementia doesn’t have me.”

Lorraine works closely with the dementia team at Medway NHS Foundation Trust and regularly teaches staff members about dementia from the perspective of someone who has it themselves.

This is very important to her because, as she says: “Dementia robs you of everything. As the dementia progresses people can no longer speak for themselves. I am speaking about dementia and what a text book does not tell you. I am living the journey.”

You can find out more about the Medway Dementia Action Alliance by searching online, or calling Jane Page on 07718 322191 or 01622 747181



Carers can visit dementia patients at any time at Medway Maritime Hospital

At Medway, we believe that the carers of dementia patients should be able to visit as often as they are able.

Families are more than ‘visitors’ to a person with dementia; they are an integral part of that person’s life and their best means of connection with the world.

That’s why we are proud to have signed up to John’s Campaign, to help support the carers who make such a difference to those with dementia. The principles behind John’s Campaign are very simple – when someone with dementia is hospitalised, medical staff should do all within their power to make access easy for family carers.

Our Dementia Team has produced cards for the loved ones of dementia patients to carry, identifying that they are permitted to visit at any time.

If you are a carer for a dementia patient, please do ask a member of staff for your card.

“The work that you and your colleagues are doing to embed a welcome to carers throughout the trust is vital for your patients and their families. I hope it will be felt as humane and supportive throughout the hospital community. By establishing John’s Campaign throughout your trust you are giving everyone the opportunity to do the best for the people in their care whether this is in their working or their private lives. Above all you are doing the best for your most vulnerable patients.”

Julia Jones, founder member of John’s campaign



We care because you do

Do you look after someone with Dementia or memory problems?

Join the Dementia & Delirium team for a complimentary coffee and cake at our Carers coffee break.

Share your experiences with others who understand your role and get advice on the support that is available in Medway and surrounding areas.

For more information and to find out when the next coffee break is, please call Jo and Ruth on 01634 830 000 ext 3208.

Proudly in partnership with...



Living with an invisible illness



Zara grew up with an invisible illness

Krishna Devi

Not all illnesses and conditions are obvious, and those who have what are known as 'hidden illnesses' can face a range of additional problems from those around them as well as the illness itself.

Growing up with the hidden illnesses of Hypermobility and Fibromyalgia, Zara Carpenter found that the lack of understanding and support meant that it was easier to hide her conditions than to explain why she was in constant pain and why she was sick all the time.

"Well-intending people would regularly ask me: 'What exactly is wrong, you look perfectly normal?'," Zara explains. "For people living with an invisible illness, such a question shouts 'I don't believe you'. Sufferers facing this stigma spend their lives trying to get people to understand 'I am ill, I am really poorly'!"

For many chronically ill people, this means spending their whole life being creative to solve the problems associated with their condition, so that they can manage things as much as they can in the face of such negativity.

To raise awareness and promote understanding of hidden illnesses, Zara launched the 'Sick!' project. Its aim is to encourage an open and honest dialogue to reduce the stigma and loneliness of living with a chronic condition and



promote understanding and empathy.

Like Zara, people with chronic conditions have many facets to their lives and their illness is just an aspect of it – and to deny it is to deny who they are.

An exhibition, supported by the Arts Council, is running in Chatham at the Sun Pier House Gallery as part of the Sick! project, showcasing work from artists who have experience of invisible illnesses.

If you would like to find out more about the Sick! project, the exhibition runs until 27 August or you can visit the project blog at www.sickblog.co.uk.

If you are living with a condition and need support, there are organisations that can help you. Check out www.liveitwell.org.uk, or the Medway Voluntary Action database: www.vconnectssystem.org.uk/MedwayVAOnlineDirectory/Home.aspx



“We are committed to building the skills and behaviours to create a safe and inclusive working environment ensuring that staff have the skills to deliver excellent services to our diverse community.”

Alister McClure,
Head of Equality and Inclusion

Valuing equality and inclusion at Medway

Alister McClure,
Head of Equality and Inclusion

What has equality and diversity got to do with health? It's one of those questions like Monty Python's 'What did the Romans ever do for us?' – which for those of us old enough to remember was answered with hundreds of examples.

When it comes to your healthcare here at Medway, equality and inclusion is about how our staff learn and develop a fuller understanding of the range of life experiences that our patients and their families have.

The NHS is committed to treat all people, whether patients, family members, staff, volunteers or visitors, with the same dignity and respect as others.

This means understanding how we can meet the needs of a diverse range of people, and sometimes means making practical changes to the way we work. This can include making sure that disabled people can

get to where they need to in the hospital, or that staff know where they can get help with interpretation or translation if a patient needs it.

Equality and inclusion is also about recognising that some patients come to us having experienced discrimination, harassment or violence, and that they may need assurances that they are respected and safe in hospital.

This means that, to make the patient experience brilliant for all, we are committed to building the skills and behaviours to create a safe and inclusive working environment, ensuring that staff have the skills to deliver excellent services to our diverse community, and recognising the diversity of our staff so that they feel valued and motivated.

We also appreciate having feedback from patients and families about their experiences so that we can improve where we need to and recognise where we have done well – so please take the time to give us feedback through the patient forms in reception, or online on NHS Choices.



New programme helps cut emergency surgery waits

Thanks to the introduction of a new quality improvement programme developed by the Royal College of Surgeons (RCS), eligible patients who come to A&E with gallbladder pain may now have surgery much sooner than before.

Gallstones are a very common cause of abdominal pain leading to a visit to the emergency department.

Before the introduction of this programme, emergency patients who came to A&E with an inflamed gallbladder or gallstone-related pancreatitis may have gone home with antibiotics to schedule a time to return for an operation. Depending on the urgency, this could be anything from eight weeks to several months.

"We have been able to drastically reduce the time that patients who come to the emergency department with gallbladder problems have to wait for their operation", said Neil Kukreja, Consultant Laparoscopic Colorectal and Emergency Surgeon. "The way these patients

are treated can vary considerably, but by making changes to our processes according to this RCS programme, we have been able to streamline the management of our acute gallbladder patients.

"We now have dedicated ultrasound slots for gallbladder patients, and emergency surgeons who look after this specific group. Also, our Health Care Assistants play a major role in the management and scheduling of operations."

There are currently 14 hospitals participating in the programme which launched at the end of last year.

"We have made major improvements over the last six months, with patients waiting less time than they did before", said Mr Kukreja. "Plus, thanks to being part of this programme, we have also been able to look at ways we can reduce the waiting time for patients who require non-urgent operations. We hope that this will make vast improvements in the delivery of care for our patients."

Medway bucks national midwife recruitment trend

Tom Boorman

As we continue to build a workforce that is second to none, our commitment to have the right people with the right skills remains an integral part to providing the best of care to the people of Medway and Swale. Making sure that mums to be are properly cared for is one of our top priorities.

Nationally a shortage of midwives has been hitting the headlines, with the Royal College of Midwives reporting that around 3,500 midwifery posts remain unfilled across the country.

Karen McIntyre, Co-Director of Clinical Operations for Families and Clinical Support Services at Medway NHS Foundation Trust celebrates this achievement: "While nationally there is a shortage of midwives, we're very fortunate that we have a very strong team in our maternity unit, something that was recognised by the Care Quality Commission in their inspection last year when they rated the service 'Outstanding' for caring.

"This has meant that we are a preferred choice of employer for many great midwives, obstetricians and other supporting roles in our maternity unit and we have been able to recruit well into the department.

"Last month we made offers of employment to a number of midwives to come and work with us after a successful recruitment campaign and, pending our usual rigorous background checks, we have now filled our midwifery vacancies.

"As with every organisation, we do have people who will move on so we are always looking for caring and compassionate staff for our maternity unit and elsewhere in the Trust".

If you are interested in finding out more about building your career at Medway, join us at one of our open days where doctors and nurses



Come and find out more about working at Medway at one of our open days

across the hospital will be holding stands, tours and talks to answer any questions you may have to make Medway your next step.

Please check our website to find out the next open day or find out where we will be visiting: www.medway.nhs.uk



Do you want to have a say in how your hospital is run?

Become a member today Contact us on 01634 825292 or email members@medwaynhs.uk



Get online at Medway

We are pleased to now offer free wi-fi access to our patients, visitors and staff. You are free to use your own devices, but please use them considerately and note that we do not allow any recording, photos, video or audio to protect the privacy and dignity of staff and patients. It's really easy to get connected:

- 1 Connect to MFT-Public-Wi-Fi
- 2 Open the internet which will display the login page
- 3 Enter your details
- 4 Press the complete registration button

Trust's outstanding gynae team wins international awards for research

Research is a big priority for our clinical staff here at the Trust. Our doctors, nurses and other health professionals regularly work on research projects locally, nationally and internationally – with our patients benefitting from some of the most cutting edge treatments.

We are very proud of our gynaecology team, whose research was recently honoured on the international stage at the annual meeting of the International Urogynaecological Association. This event showcases some of the most cutting-edge research in gynaecology taking place across the world, and our team picked up not one but two prizes!

Our former research fellow, Aswini Balachandran, won the prize for the best abstract presented by a physician-in-training – 'Cystodistension as a treatment for overactive bladder – results of an RCT'.

Our current research fellow and trainee, Natasha Curtiss, won the best basic science prize titled 'Age, menopausal status and the bladder microbiome'.

Winning a prize at an international meeting is usually a once in a lifetime achievement.

Professor Linda Cardozo, Past President of the International Urogynaecological Association, commented that: "to win two prizes in the same international meeting is truly outstanding."

We're very pleased for our team, and to be able to provide some of the most innovative and effective care to the women using our gynaecological services.

“To win two prizes in the same international meeting is truly outstanding.”

Professor Linda Cardozo, Past President of the International Urogynaecological Association

Would you like to be involved in research at Medway?

There are currently dozens of different research projects taking place across the Trust. Many of these offer access to some of the newest available treatments to treat clinical conditions.

Others are involved in developing life-saving and life-changing forms of treatment, or look into how NHS services can be delivered more safely, more effectively and in the best way possible to support the needs of our patients.

If you are a patient who would like to know if there are any research projects taking place in the department that is caring for you and that you might be eligible for, please ask one of the nurses or doctors caring for you.

Your participation could potentially make a real difference to NHS care – both your own, and for other people.



You can contact our research team directly. To find out more, please contact Tom Hatton.

01634 830000 ext. 6736

tom.hatton@medway.nhs.uk

MEMBERS' CORNER

Welcome to Members' Corner, a dedicated section for members of Medway NHS Foundation Trust.

Meet the Governor – Leslie Hallybone



Before being elected as a Public Governor at Medway NHS Foundation Trust in April 2016, I worked as a Commercial Consultant supporting construction projects from the London Underground to building hospitals in the Middle East.

Excluding six years when I lived in the Middle East, I've always lived in Kent and have held a number of roles within health sector including being a member of the Swale Health Campaign for three years and Chairman of the Dermatology Group for Kent and Canterbury Hospital.

Ahead of joining Medway as a Governor I used to say 'never refer me to Medway', but in my short time here I have already noticed a real change in the care delivered to the patients of Medway and Swale.

“My ambition throughout my time here will continue to be voicing the needs of Swale residents and making sure that patients and their families are always put first.”

Leslie Hallybone,
Public Governor

I have been lucky enough not to need the hospital for anything life-threatening but, when attending the A&E following an injury, the staff and care throughout my time here were compassionate, friendly and of excellent quality.

As a representative of Swale, my ambition throughout my time here will be to continue to voice the needs of Swale residents and make sure that patients and their families are always put first.

Medway welcomes new non-executive director

We are pleased to announce the arrival of a new face to our Trust Board.

At the beginning of August, we welcomed Dr Adrian Ward, our new non-executive director. Adrian brings with him a wealth of experience from the veterinary industry – as a veterinary surgeon and a practice operations specialist.

We would like to thank Jan Stephens, our outgoing NED, who has made an enormous contribution to the Trust during her time at the Trust. The results are also in for the Medway Council of Governors Election and we will be giving you a full run down of the results in the October/November edition of *News@Medway*.

What is the Council of Governors?

The Council of Governors works closely with the Board of Directors, representing the views of local people and organisations to ensure the hospital provides the best possible services for patients. The Trust's Board of Directors provides overall direction and leadership and ensures that it fulfils its legal obligations.

Governors' roles and responsibilities

The key role for governors, whilst representing the interests of their constituency, is to ensure the Board fulfils the requirements of NHS Improvement and acts in accordance with the Trust's identified objectives. The Council of Governors acts in an advisory capacity and by doing so, contribute to the strategic direction of the Trust. The operational management and decision-making however remains with the Trust Board.

What matters to you?

At a recent members' meeting, we asked our members what mattered most to them when they came to Medway Maritime Hospital for care. We know that waiting times, high-quality care and communication are really important to all of our patients and we also know that we still have more work to do to improve these areas – that's why these are key aspects of our Better, Best, Brilliant improvement programme (Read more on pages 1 and 2).

Putting our patients at the heart of everything we do is extremely important to us we would love to have your feedback on how you would like us to improve care at Medway.

Why not write to us at and tell us what matters to you? Get in touch at:

✉ communications.medwayft@nhs.net

We received a wide variety of responses but some of the most common included:

- Waiting times in our Emergency Department
- Communication between staff and patients
- Seeing the right person at the right time



Becoming a member at Medway

Medway Maritime Hospital is part of a foundation trust, which means that you can become a member and get involved with some of the hospital's work. Membership is free and you can get involved as much or as little as you like.

Through our members and the governors, we are in a better position to listen and respond to the views of local people, patients and our staff.

As a foundation trust, we remain firmly part of the NHS, but have greater freedom from central government control.

We believe that foundation trust status will help the hospital thrive in the future – becoming a stronger part of the community and being accountable to local people. Residents and patients in areas served by Medway NHS Foundation Trust, as well

as staff, can register as members of the organisation.

Membership allows local communities to have ownership of their NHS foundation trust. As membership numbers increase, links between the hospital and the local community will strengthen.

If you become a member, you can:

- have the opportunity to learn how both the hospital and the wider NHS work
- help us improve patient care, including cleanliness and safety by feeding in your views and ideas
- become involved in plans for future development
- you can vote to elect the Council of Governors and stand for election as a governor yourself.

Dates for your diary

Annual General Meeting (AGM)

📅 26 September 2017

🕒 6pm

📍 Please call 01634 825292 for venue details.

Trust Board meetings

The Board meetings are held in public every month.

📅 7 September 2017

🕒 12.30pm to 3pm

📍 Board Room, Postgraduate Centre, Medway Maritime Hospital, Windmill Road, Gillingham, ME7 5NY

The start time and venue are subject to change, so please check our website before attending.

🌐 www.medway.nhs.uk/about-the-trust/publications/board-papers

If you are interested in observing any of the meetings, please book a place with the membership office.

✉ members@medway.nhs.uk

📞 01634 825292

How to become a member

It's easy to become a member. You can apply online by completing the membership form available on our website, under the membership tab, or by contacting the membership office.

🌐 www.medway.nhs.uk

✉ members@medway.nhs.uk

📞 01634 825292

Members' events at Medway

The Trust has held some great member's events these past couple of months!

In July, we held a meeting to talk about the fantastic clinical research taking place at the Trust, and about our MediLead programme.

Members of staff from our research team spoke about the impressive research taking place at the Trust; we are the highest recruiting Trust in the south east. The team is now involved in research in 26 specialities.

The event also featured a presentation by one of our doctors involved in the MediLead programme. She spoke about HOWDY, a programme designed to ensure doctors take account of the human factors when delivering care.



Upcoming events

Member events

■ Tuesday 10 October 2017

Smoke-free 1 year anniversary

■ Wednesday 8 November, 2017

Membership Recruitment Stand in main reception

■ Wednesday 6 September 2017
2pm to 4pm

■ Wednesday 22 November 2017
10am to 12 noon

Key

- Baby changing
- Café
- Cash machine
- Lifts
- Stairs
- Lift and Stairs (No access to level 1)
- Toilets
- Parking payment machine
- Public pay phone
- Taxi free phone
- Hospicom machine for ward TV
- radio card top ups

Entrances:

- Sunderland Day Care Centre Entrance (Level 1)
- Emergency Department Children Entrance (Level 2)
- Main Hospital Entrance (Level 2)
- Eliot Ward Entrance
- Macmillan Cancer Unit Neurology Unit Brown Zone Entrance (Level 1)

Departments and Areas:

- Antenatal Department
- Out-Patients Area 6
- Out-Patients Area 7
- Pharmacy
- X-ray
- MRI
- Wakeley Ward
- Keats Ward
- Booking In Desk
- Shop
- Café
- General Office
- MedOCC
- Admissions and Discharge Lounge (ADL)
- Emergency Department
- Emergency Department Children
- Macmillan Cancer Unit Neurology Unit

Zones:

- Green Zone
- Red Zone
- Purple Zone
- Blue Zone
- Brown Zone

Other Labels:

- Antenatal
- Out-Patients Area 6
- Out-Patients Area 7
- Pharmacy
- X-ray
- MRI
- Wakeley Ward
- Keats Ward
- Booking In Desk
- Shop
- Café
- General Office
- MedOCC
- Admissions and Discharge Lounge (ADL)
- Emergency Department
- Emergency Department Children
- Macmillan Cancer Unit Neurology Unit

Key: Colour shown denotes Zone Colour, number relates to Level number.

Acute Medical Unit / Lister Ward (AMU)	Red 3	Early Pregnancy Assessment Unit (EPAU)	Green 2	MedOCC	Blue 2	Pharmacy	Red 2
Admission & Discharge Lounge (ADL)	Blue 2	Eliot Ward	See Map	Medical HDU / Bronte Ward	Brown 2	Phoenix Ward	Green 3
Ambulatory Care Unit	Red 3	Emergency Department (ED)	Red 2	Medical Infusion Suite	Brown 1	Physiotherapy	Blue 2
Antenatal Department	Green 2	Emergency Department Children (ED)	Red 2	Milton Ward	Brown 2	Plaster Theatre (Area 5)	Purple 2
Arethusa Ward	Red 4	Emergency Gynaecology Unit (EGU)	Green 2	MRI Department	Red 2	P.O.C.U. (Pre Operative Care Unit)	Green 3
Audiology (Area 6)	Green 2	Endoscopy	Green 1	Nelson Ward	Blue 1	Pre Assessment Unit (located in Eliot Ward)	See Map
Breast Care Unit	Red 2	ENT (Area 6)	Green 2	Neurosciences Unit	Brown 1	Restaurant & Coffee Lounge	Purple 1
Blood Tests (Phlebotomy)	See Map	Eye Unit (Ophthalmology)	Blue 2	Nuclear Medicine	Green 3	Rheumatology (Area 5)	Purple 2
Bronte Ward / Medical HDU	Brown 2	Fetal Medicine Centre	Green 2	Oliver Ward	Green 2	Ruby Ward	Brown 2
Byron Ward	Brown 2	Fracture Clinic (Area 5)	Purple 2	Oliver Fisher Neonatal Unit	Green 4	Sapphire Ward	Brown 2
Café & Shop (Main Entrance)	Blue 2	Galton Day Unit	Brown 1	Orthodontics (Area 6)	Green 2	Sunderland Day Care Unit	Green 1
Cancer Care Team (Richard Watts Unit)	Green 2	Gundulph Ward	Blue 3	Orthopaedics (Area 5)	Purple 2	Surgical Assessment Unit (SAU)	Green 4
Cardiac Catheter Suite pPCI	Brown 1	Gynaecology (Area 7)	Green 2	Orthotics (Surgical Appliances / Area 5)	Purple 2	Surgical Discharge Lounge (SDL)	Green 3
Cardiology (Area 7)	Green 2	Harvey Ward (Acute Stroke Unit)	Blue 1	Osteoporosis Unit	Blue 2	Surgical HDU / Trafalgar Ward	Green 3
Cardio-Respiratory (ECG) Dept.	Green 3	Keats Ward	Blue 2	Out-Patients Areas 1, 2 & 3	Blue 2	Tennynson Ward	Brown 2
Cedar Room	Blue 2	Kent Ward	Green 4	Out-Patients Area 5	Purple 2	The Birth Place	Green 4
Chapel / Prayer Room	Blue 2	Kingfisher Ward	Green 4	Out-Patients Area 6	Green 2	Trafalgar Ward / Surgical HDU	Green 3
Coronary Care Unit	Purple 3	Intensive Care Unit	Purple 3	Out-Patients Area 7	Green 2	Ultrasound	Red 2
C.T. Department	Red 2	Lawrence Ward	Brown 1	P.A.L.S. (Patient Advice & Liaison Service)	Blue 2	Victory Ward	Green 3
Day Surgery Procedure Suite	Blue 2	Lister Ward	Red 3	Pathology (Via Purple Zone)	Red 4	Wakeley Ward	Blue 2
Delivery Suite	Green 4	Macmillan Cancer Care Unit	Brown 1	Patient Affairs (Main Entrance)	Blue 2	Will Adams Ward	Blue 3
Dermatology	Green 3	Magpies Centre	Green 2	Pearl Ward	Green 4	Way Out (via main entrance)	Blue 2
Dickens Ward	Blue 1	Maxillo-Facial Surgery (Area 6)	Green 2	Pembroke Ward	Red 5	X-ray (North & South Wing)	Red 2
Colophon Ward	Green 2	McCulloch Ward	Green 3	Penguin Assessment Unit	Green 2		