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**NHS**

**Medway**

NHS Foundation Trust

# news @ Medway

Autumn 2018



**Best** of care  
**Best** of people

## Inside:

- **Work Experience** – supporting Medway pupils to become doctors
- **Learning Disabilities** – making care accessible to all

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INTRODUCTION BY  
CHIEF EXECUTIVE  
**Lesley Dwyer**



## A new chapter for Medway

Welcome to the latest issue of News@Medway, the second in our new magazine format. We've had some very positive feedback on the new style and we are delighted our readers like it as much as we do.

We've been busy at Medway over the summer months and you will hear about our CQC inspection report, Summer Fair and much more in this issue. Although the sun was shining it has been a very busy time for us as it has been for most NHS trusts.

On a personal note, I'm very sad to say that this will be my last issue

of News@Medway. You may have heard by now that I am returning to Australia at the end of November.

Leaving Medway has been an incredibly difficult decision to make and it has been one that I have made purely for personal reasons. The call of Australia, my children, mother and my granddaughter was just too strong.



### News@Medway

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### How to get in touch

Medway NHS Foundation Trust

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MedwayNHS

**Best of care**  
**Best of people**



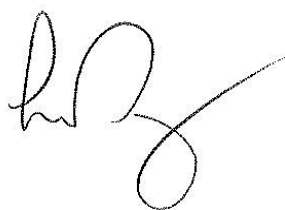
I am extremely proud to have been the Chief Executive of Medway, and proud of the many achievements of our brilliant staff over the last few years. The day I was able to tell staff that we had improved the quality of care to the point that we could exit special measures will forever remain as one of my proudest. It was the culmination of a whole of hospital focus on safety, there was a lot of hard work that led to us improving and it was a real indication that we were finally an organisation that our staff and our community could have confidence in and be proud of.

I always say that no-one every really leaves Medway and I will be one of those people. This has been the best – and toughest – role I have ever had and Medway will always be my second “home”. I have loved being part of the Medway community.

I was often asked about why I came all this way to work at Medway – I always respond in the same way “because it matters”. Medway has really mattered to me and to our staff and community – the services we provide just had to be the very best and if I leave one legacy it will a sense of ambition to be the brilliant organisation I know it can and will be.

Of course there is still more to do to achieve that aim. We need to address our long standing financial challenge; we need to develop a culture that ensures that we consistently provide the Best Of Care all of the time; and we need to create partnerships with other local providers so that we deliver sustainable health and care that our community needs now and into the future.

I am leaving Medway with a great team, and under the leadership of James Devine (who will be taking over from me as Interim CEO in November) I know that the Trust will go from strength to strength.




## Flu - Why you should get the jab

Autumn marks the beginning of flu season in the UK, but you can reduce your risk of catching the flu by getting immunised.

Flu can cause severe illness, particularly in those aged over 65, pregnant women, and adults and children who have existing health issues.

The flu vaccine is free for children from the age of two until school year five, and until 17 for those with long-term health conditions. Those over the age of 65, or who turn 65 by the

end of March next year, can also get the vaccine free, as can those who have existing health conditions.

So if you're eligible to get the flu jab, contact your GP surgery, local pharmacist or midwife from October and get immunised.

### Did you know...?

*You can catch and pass on the flu even if you don't have any symptoms.*



## Top score for cancer unit

Our Macmillan Cancer Care Unit has retained its three-yearly Macmillan Quality Environment Mark, achieving a top score of five during an inspection.

A special mention was made of the Courtyard Garden, which is excellently maintained by our green-

fingered staff and volunteers, and remains the centrepiece of the unit, allowing our patients a secluded outdoor area where they can spend time with their loved ones.

Trust Chief Executive, Lesley Dwyer, is pictured with staff from the unit to commemorate the achievement.





● Deputy Mayor Cllr Habib Tejan opens our summer fair

# NHS 70 summer fair

We were delighted to welcome so many of you to our summer fair on Saturday 7 July to celebrate the 70th anniversary of the NHS.

by Will Chambers

**70**  
**YEARS**  
**OF THE NHS**  
**1948 - 2018**

Hundreds of people from the local community, including our staff and their families, patients, visitors, the Deputy Mayor and Mayoress of Medway Councillor Habib Tejan and Mrs Bridget Tejan, and MP Rehman Chishti, all came together in the beautiful sunshine to enjoy the day.

Other highlights included the Great NHS Birthday Bake Off and the incredible dance performances by Razzamataz Medway and Laasya School of Performing Art, as well as information stalls and fun and games for all the family. A giant Operation game and a bed-making challenge were among the most popular attractions!

We are extremely thankful to everyone who gave up their time to make the fair such a success, and thanks to the generosity of all involved we also made more than £2,000 for our hospital charity.





# Stroke patients getting better care at Medway

Medway and Swale stroke patients are benefitting from better care thanks to improvements to the service at Medway Maritime Hospital.

Since appointing an additional experienced stroke consultant to provide extra cover, the Trust has identified a number of ways to enhance the care of stroke patients.

One significant change which will assist recovery and lead to better outcomes for patients is speeding up the time in which they are seen by a consultant. Although there is more still to do to get patients admitted to the stroke ward in a reduced timescale, many patients are already receiving clot-busting thrombolysis drugs more quickly, in some cases in just over half an hour, considerably lower than the target time of 45 minutes.

Medway now has three stroke consultants and a specialty doctor and is able to provide access to consultants on a rota 24 hours a day, seven days a week.

Further improvements to the service are also planned, including better therapy provision to support recovery following a stroke, and improved accommodation for the stroke unit.

Other ways in which the hospital is enhancing services include ensuring there is capacity for more stroke scans, and offering foods that are easier for stroke patients to eat.

Earlier this year a consultation took place following a review of urgent stroke services across Kent and Medway. Many staff, patients and local people took part, attending public engagement meetings and responding to a survey. With more than 500 stroke patients per year, and high levels of excess weight and smoking prevalence, both of which are risk factors for stroke, a strong case was made for Medway to be the

location of a hyper acute stroke unit (HASU). Medway featured in three of five options being considered by clinical commissioning groups. A decision is expected in December.

Trust Chief Executive Lesley Dwyer said: "We have been working to improve our services for stroke patients for some time. Local people deserve to have the best stroke service we can provide, so that their outcomes are improved. It was important for us to get going with enhancing the service, and not wait for the outcome of the stroke services review, and that is what we have been doing. Regardless of where HASUs are located in future, we are working to deliver the best of care now."



# CQC welcomes improvements

by Michael Addley



The Care Quality Commission has welcomed improvements at the Trust following its latest inspection.

The CQC rated the organisation as ‘requires improvement’ and highlighted a number of areas of outstanding practice in the care provided at the Trust. The rating for surgery at the Trust has also improved in the caring domain from ‘requires improvement’ to ‘good’.

The Trust was rated ‘inadequate’ for its use of resources and ‘requires improvement’ in the well-led domain.

Deputy Chief Inspector of Hospitals, Amanda Stanford, commented: “Medway NHS Foundation Trust has come a long way in the last five years and I am pleased to see that the team has implemented a number of changes since our last inspection in 2016.

“However, there is still a lot more work to be done particularly in ensuring a culture of safety exists across the whole of the trust. We found that the senior leadership team had the ability to ensure improvements could be delivered and to address any risks to performance.”

The report highlights areas of outstanding practice across the hospital, ranging from new clinical pathways, to initiatives to improve patient experience, to better support for patients, carers and relatives.

Lesley Dwyer, Chief Executive of the Trust, said: “We are pleased that we have retained our ‘requires improvement’

rating despite a very challenging winter. Of course we would have liked to have seen more progress, but given Medway’s history this was bound to be a challenge.

“ Medway NHS Foundation Trust has come a long way in the last five years ”

“However, we are pleased to be able to say that Medway is a safe organisation; this is something that our communities expect and deserve. The safety and quality of care we provide to the people of Medway and Swale is our number one priority, so we are glad that the CQC has noted our continued and sustained improvements to patient safety.”

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency care	Requires improvement July 2018	Good July 2018	Good July 2018	Requires improvement July 2018	Good July 2018	Requires improvement July 2018
Medical care (including older people's care)	Good July 2018	Good July 2018	Good July 2018	Requires improvement July 2018	Good July 2018	Good July 2018
Surgery	Requires improvement July 2018	Good July 2018	Good July 2018	Requires improvement July 2018	Requires improvement July 2018	Requires improvement July 2018
Critical care	Requires improvement July 2018	Good July 2018	Good July 2018	Requires improvement July 2018	Requires improvement July 2018	Requires improvement July 2018
Maternity	Good March 2017	Good March 2017	Outstanding March 2017	Good March 2017	Good March 2017	Good March 2017
Services for children and young people	Requires improvement March 2017	Good March 2017	Good March 2017	Good March 2017	Good March 2017	Good March 2017
End of life care	Good March 2017	Good March 2017	Good March 2017	Requires improvement March 2017	Requires improvement March 2017	Requires improvement March 2017
Outpatients	Good July 2017	Not rated	Good July 2018	Requires improvement July 2018	Requires improvement July 2018	Requires improvement July 2018
Diagnostic imaging	Requires improvement July 2017	Not rated	Good July 2018	Requires improvement July 2018	Requires improvement July 2018	Requires improvement July 2018
Overall	Requires improvement July 2018	Good July 2018	Good July 2018	Requires improvement July 2018	Requires improvement July 2018	Requires improvement July 2018

● The hospital was rated good in a number of areas, shown in green.





## Areas of outstanding practice

- Staff in the children's emergency department have worked with other health agencies to improve asthma care in children in the local community.
- The trust has developed a 'Green book' app, which allows staff to have easy access to protocols for treatment during an emergency.
- A minimally invasive surgery tool 'Da Vinci Robot' allows surgeons to perform complex and precise procedures in a way not possible with the human hand.
- A bereavement service enables families of patients who have died to obtain any unanswered questions and to raise any concerns they may still have.
- The emergency and urgent care department has developed a specific pathway for patients who have broken their hip which ensures patients are treated as quickly as possible.
- The emergency and urgent care department is part of a regional education collaborative.
- Implementation of the frailty model has reduced the number of falls in the community and the number of admissions to the service.
- The trust has one of the lowest delayed transfers of care rates in the country. It has worked hard with external partners improve the discharge processes for patients.
- The trust has worked to reduce the numbers of patient falls in hospital, with an 11 per cent reduction in falls in from April to March 2017.
- Medical care departments have several volunteers recruited in the role of 'Dementia Buddies'.
- The trust provides monthly 'carers' coffee breaks in the hospital restaurant to provide emotional support to the relatives and carers of patients living with dementia.





## Organ donation in Medway 2017 to 2018

- 8 patients in Medway donated organs
- 16 organs donated
- 12 Medway residents received deceased donor transplants
- 90,000 local residents are on the organ donor register



# The gift of life is in your hands

Rochester resident Gill Fargher wears many hats. A GP of 30 years, she has worked as a police surgeon, associate specialist at Heart of Kent Hospice and clinical assistant for HIV medicine among several other roles, and always alongside her commitments as a GP.

by Jodie Moore

One position Gill had not expected to find herself in is that of advocate and champion for organ donation, a role that she has taken on since the sudden and tragic death of her beloved husband Tristan in January 2015.

"Tris was so full of life, he really loved living it", says Gill. "His death was completely unexpected and a huge shock. He suffered a cardiac arrest at work and was in intensive care for 12 days before he died. He had no history of heart disease and no prior health issues.

"The subject of organ donation came up when I was told that he was going to die. Tris and I had talked about organ donation in the past and I knew what he would have wanted. It made the decision to donate his organs somewhat easier.

"My life was shattered but I know that because of Tris, four people have had their lives saved or transformed. We donated his corneas and kidneys."

Since Tristan's death Gill has devoted much of her time to raising awareness of organ donation. She has been the Chair of the Organ Donation Committee at Medway NHS Foundation Trust since December 2016.

"My focus is always about the recognition of donors, their families and their ultimate and selfless gift.



Because without them, none of it would happen and we must never forget that."

While there are 5,000 potential donors in the United Kingdom each year, only 1,500 – 30 per cent – transpire into an actual donation. Considering there are more than 6,000 people on a transplant waiting list, this figure needs to rise.

"Family consent plays a huge part in whether an organ donation can actually take place", says Gill. "Even if a patient is on the organ donation register, 40 per cent of families do not give their consent. This is often because they are not aware of what their loved one wanted, so that is why it's really important to let your family know of your wishes, whether you are on the organ donation register or not.

I am so grateful that Tris and I had talked about it.

"Since I have been involved in raising awareness of organ donation, I have had the privilege of meeting many amazing people. I will never forget the words of one young person who had received a transplant. In a letter to the donor family, they said 'you didn't just change my life, you gave me life.'

"I am immensely proud of Tris and what we did. The work I do is all about raising awareness and changing perceptions of organ donation. Even if just one person changes their view and signs up to the register, it can potentially save, or transform, the lives of many. If we can do that, I can think of no better tribute to Tris and every other donor and their families.

"You can quickly and easily sign up to the organ donation register online and please, when you do, have that conversation with your family."

To sign the organ donation register, visit **[www.organdonation.nhs.uk](http://www.organdonation.nhs.uk)**



● Gill's husband Tristan loved life.

# Spotlight on...

## Learning Disabilities Liaison Nurse Eloise



Research has shown that people with a learning disability have a life expectancy 20 years lower than the general population. **Eloise Brett**, Learning Disabilities Liaison Nurse, talks to Jodie Moore about how she supports patients with learning disabilities in hospital.

"My role is to ensure that adults with learning disabilities have the same access to healthcare as you or I would expect. Coming into hospital is stressful time as it is, but for people with learning disabilities it can be particularly frightening. I act as a liaison between the patient, their family or carer and healthcare staff. I am the patient's advocate.

"First thing every morning I check our bed management system, to see if new patients with learning disabilities have been admitted overnight. This shows us where patients are across the hospital.

"Then I go and do my ward rounds, visiting every patient in the hospital who has a learning disability. I prioritise any patient

who has very complex needs and see them first. I also try and attend board rounds every morning. This is when everyone involved in patient care gets together to talk about each patient so it's a good opportunity for me to raise any issues with everyone involved in my patients' care. Visiting patients and attending board rounds will usually take up most of my morning.

"I spend a lot of my time teaching and giving staff training on learning disability awareness and we now have 70 learning disability champions in wards across the trust. By law, healthcare staff are required to make reasonable adjustment for patients with learning disabilities. This could mean giving patients the first

appointment of the day or making sure that their treatment plan can be carried out in as few hospital visits as possible.

"It's really important that all staff are aware of what is required for patients with learning disabilities otherwise these patients do not get the care they need. Every year in this country the deaths of 1,200 people with learning disabilities could have been avoided. This is not acceptable.

"We all need to work together, not just within the Trust, but also with healthcare providers in the community and social care too, to ensure that our patients with learning disabilities receive the care they deserve."

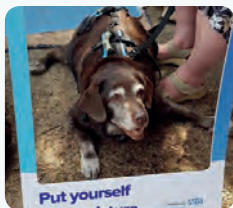




# Your Say



## Top tweets



**Katie and Cookie @KatieAndCookie 22 July**

With great sadness, we decided to let Katie go today. She was 15 and had had a good life with us. She will be sorely missed by us and stay in the memory of many people for her work at @Medway\_NHS\_FT hospital.

**James Devine @JamesDevineNHS 14 July**

Thank you to our incredible 'best of people' - a very special @Medway\_NHS\_FT awards night. A new brilliance award and the announcement of the inaugural CEO scholarship in partnership with our new charity. Medway is definitely back! @LesleyDwyerMFT



**Caris Grimes @carisgrimes 9 July**

Great to be shortlisted for #HSJPatientSafety awards for quality improvement @Medway\_NHS\_FT

**Lesley Dwyer @LesleyDwyerMFT 5 July**

Off to Westminster Abbey with 2 of our brilliant @Medway\_NHS\_FT people. One a volunteer who meets and greets our patients and visitors to the hospital and contributes to redesigning our foyer and signage. The other a junior doctor at the start of a life long career in the NHS #NHS70



**Medway NHS FT @Medway\_NHS\_FT 17 August**

We are proud to become the first NHS Trust in England to sign up to The @SmallestThings 'Employer with Heart' Charter, which will offer extra time off to our staff whose babies are born prematurely. Read more on our website [www.medway.nhs.uk](http://www.medway.nhs.uk) #BestofCare #BestofPeople #SmallestThings

## From the NHS website

“Every member of staff in A&E was so kind and happy. We were in and out within an hour. We would like to say thank you to all at Medway.

July 2018”

“Staff at Medway were friendly and polite throughout, and I was really impressed. I saw more than 20 different staff; thank you to all of them, as without exception, everyone was smiley, friendly and caring.

July 2018”

“I had my first baby at Medway Hospital last week - I received such fantastic support from the midwives and maternity support workers. I'd like to thank all of the wonderful staff that dealt with me; I'd definitely recommend the maternity services to others.

August 2018”

## Tell us about your experience!

Your feedback helps us focus on making improvements where you think they need to be made.

You can leave feedback via social media, online on the NHS website [www.nhs.uk](http://www.nhs.uk) (just search for Medway Foundation Trust), or by filling in a feedback form from the hospital's main reception.

# Celebrating our fantastic staff!

Staff and volunteers from across the organisation came together on a balmy night in Chatham Dockyard to celebrate the very best of Medway.

by Michael Addley

The Best of People Awards were an opportunity to recognise those who had gone the extra mile in their daily roles and to thank our long-servers who have devoted so many years of service to Medway.

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, Consultant Gynaecologist and Obstetrician Padma Vankayalapati and Consultant Urologist Howard Marsh shared the award.



The Trust's Chief Executive Lesley Dwyer said: "Personally I found it a very emotional night. I believe in Medway and I believe in our staff who provide the foundations for everything we are, and aim to be, as an organisation. With staff like these, I know that as an organisation we have a bright and fantastic future. A future filled with compassion and brilliance."

**BEST Volunteer**  
Nora Curling  
presented by  
Trust Non-  
Executive Director  
Ewan Carmichael

*Congratulations to all of our award winners and long-servers!*

● BEST Innovation – Helen Harizaj presented by Medical Director Dr Diana Hamilton-Fairley (left)







● BEST Apprentice – Gary Knowles presented by Trust Non-Executive Director Ewan Carmichael (left)



● BEST Team – Diabetes Team presented by Executive Director for Clinical Operations Gurjit Mahil (third from left)



● BEST Employee – Liam Coleman presented by Deputy Chief Executive James Devine (right)



● Brilliance Award – Gill Fargher presented by Chief Executive Lesley Dwyer



● Hospital Heroes (sponsored by the Medway Messenger) – Padma Vankayalapati and Howard Marsh presented by Medway Messenger reporter Rachel Dixon (right)



● BEST Supporting Service – eRostering Team presented by Director of Finance Tracey Cotterill (second from left)





● Year 12 pupil Andi Clough sits in on a dental procedure



● Pupils will shadow



# In a doctor's footsteps

A new work experience programme at the Trust is giving young people the opportunity to shadow our doctors and find out more about the realities of providing care to patients at a busy hospital.

by Ben McArdle

Fifteen pupils from Year 12 at school and college sixth-forms across the area spent time with doctors, dentists and nurses over the course of a week, seeing how different medical specialties across the hospital work.

Ariana Ribeiro, studying at Rainham Mark Grammar School, spent time with the Trust's medical consultants and junior doctors in her week at the hospital, shadowing them as they cared for patients.

"They explain to me what they're doing and why they're doing it, with a bit of history about the patient and I watch what they do" she said. My favourite part was being in the emergency department; it was a bit hectic, but it was good."

The experience is particularly valuable to pupils who are planning to apply to study medicine or dentistry at university, where there is stiff competition for places and work experience in a clinical environment can add extra weight to a university application.

Andi Clough is planning to apply for a place in dental school next year, and spent time with the Trust's dental team.

"I want to become a dentist, and maybe specialise in orthodontics. I've stayed in the dentistry side, but I've been in different parts. I've been in ortho, and in oral surgery.

"It's been amazing, it's been a fantastic experience. Seeing the pressures of the job and what

the demands are. It's been a good opportunity to see what the job actually is, and going forward to university I can tell them what I've actually learnt and seen."



● Spending time on Will Adams ward

All participants go through Trust's standard checking processes before they are allowed onto our wards, and staff check with patients that they are happy for the pupils to be present when they are being treated.

Lesley Palin, Innovation and Improvement Facilitator at the Trust, worked to set up the new programme. She says: "Our new work experience programme gives young people a first-hand understanding of what it means to work in a clinical environment, and provides them with insight that we hope will stand them in good stead if they want a clinical career.

"We are working with our clinical teams to open up the programme for a wider range of applicants in the near future, including adults who are considering about retraining and thinking about a career in the NHS."



● Spending time on Will Adams ward

If you would like to sign up for the Trust's work experience programme, and find out first-hand about what the work of our doctors and other clinical staff is like, please contact: Lesley Palin at [lesleypalin@nhs.net](mailto:lesleypalin@nhs.net)

## Meet our incredible champions

Without fundraisers The Medway Hospital Charity could not thrive, so we are delighted to share with you some incredible supporter stories.



### **Peter Le Grys' family have raised an amazing £3,350 in his memory.**

Peter's dad, Alan, completed a number of running challenges to help raise money to refurbish a side room for relatives visiting gravely, or terminally ill, patients in Lawrence Ward, our cancer unit.



**Breast cancer patient Teresa McGuane decided to undertake a charity headshave** when her hair started to fall out. She raised a delightful £1,255 for Galton Day Unit, which is supporting her treatment.



**Six cyclists rode 400 miles** from Medway to Normandy and back again to raise money for our hospital charity. The challenge was organised by Scott Belcher, operations manager at our partner charity, the League of Friends. They raised a well-earned £593!

### **Thank you to Clinical Support Worker Joe Chandler and Renee Patterson-Taylor's dad**

for raising an astonishing £2,551.20 between them for Dolphin Ward and the COaST team after successfully completing the London Marathon.



**Jon and Pip raised a wonderful £645** to say thank you to the hospital for saving three-year-old Eddie's life. He was diagnosed with Type 1 Diabetes at Christmas and spent several days in a critical condition.



**Phlebotomist Tina Lucas successfully completed a tandem parachute jump** to celebrate her 60th birthday. She raised more than £400 for our children's ward to say thank you for looking after her grandson Harry.



**Samantha Hewett is running the Stafford 10k in September** to say thank you to the ICU unit for the care and compassion they showed her grandad Roy, who died of a brain hemorrhage. We wish her well with both her run and fundraising efforts.





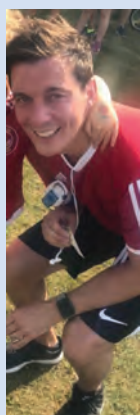
Thank you to the seven departments within the hospital who held a tea party to celebrate NHS 7Tea on 5 July. Everyone enjoyed their cuppa and cake and a wonderful £520.16 was raised for our charity.



# Our fundraising events

July was an incredible month for our hospital charity with more than £4,500 raised at NHS 7Tea, our charity Golf Day, the special NHS 70 parkrun and at our NHS 70 Summer Fair.

**A massive thank you to the 55 golfers** who joined us for our first Texas Scramble at Gillingham Golf Club on 6 July. Fourteen teams played 18-holes in the sweltering heat and raised an amazing £1,650 for our hospital charity. Congratulations to winners Ian Henderson, Jason Self and Tim and Jamie Marwick who won with an incredible round of 16 under par.



**Thank you to James Devine, Deputy Chief Executive**, who raised a super £160 by completing the special NHS 70 parkrun at the Great Lines in 22 minutes. Thank you, too, to our colleagues at the Clinical Commissioning Group for holding our charity buckets and for collecting £82.13.

Upcoming event: ? ? ? ? ?

**Quiz night – 5 October 2018**

Our next quiz night is taking place in the hospital restaurant from 7pm. Tickets are £6 per person for teams of six to eight. Bring your own drinks and nibbles. Please contact the fundraising team to secure your place.



[medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net)



01634 825398

# Local children paint a lovely picture of the NHS



Winner - Elodie age 5  
Horsted School

To mark the 70th anniversary of the NHS, potential doctors and nurses of the future from Horsted School, Burnt Oak Primary School, St Augustine of Canterbury Catholic Primary School and St Margaret's Infants showcased the past, present and future of the NHS.

It was evident from the fantastic response that this competition encouraged children think about and appreciate the work staff in the NHS do day in, day out.

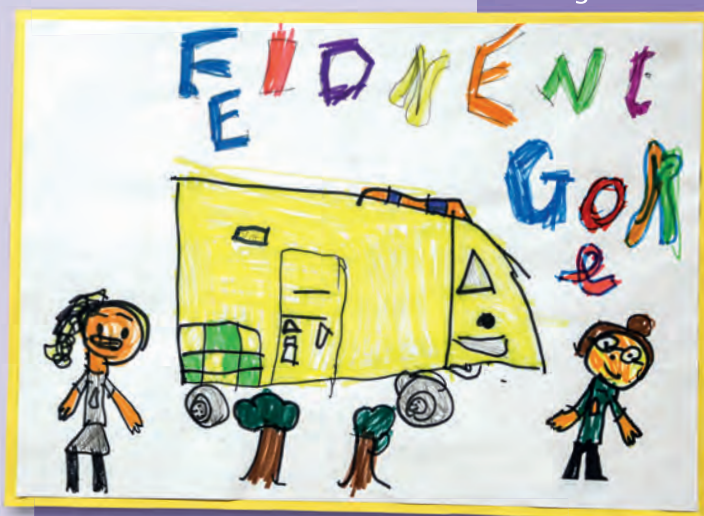
The judges, Medway Deputy Mayor and Mayoress, Cllr Habib Tejan and his wife Bridget, Trust Chairman Stephen Clark and Chief Executive Lesley Dwyer had a tough job on their hands choosing winners and runners up from each school.

Thanks to all those who entered, and thank you also to Asda Store, Chatham, for supporting our competition by donating prizes including books and art sets.

*Walking through the corridors and atrium of our hospital on Saturday 7 July, you would have been amazed by more than 400 entries in our art competition from local primary school children.*

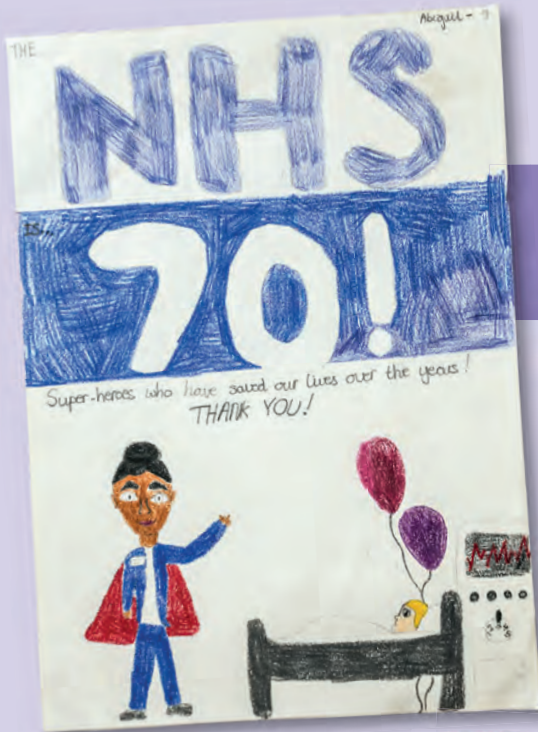


Winner - Riley age 6  
St Margaret's Infant School



Runner-up - Florence age 5, St Margaret's  
Infant School





Winner - Abigail age 9  
St Augustine of Canterbury Catholic Primary School



Runner-up - Carla age 10,  
Horsted School



Runner-up - Eleanor age 10,  
St Augustine of Canterbury Catholic Primary School



Burnt Oak Primary School Art Club received a special prize



# Hospital gets SMART

Medway patients are benefitting from a SMART Team which helps them recover in their own home.

The team, launched in July, brought together the existing Hospital@Home and SPET teams into one place, creating a specialist team of nurses and therapists who deliver care that would ordinarily take place in a hospital bed but in the comfort of a patient's own home.

The team provides a range of support to our patients at home, including care following orthopaedic or general surgery, nebuliser weaning, administering intravenous antibiotics, taking bloods for testing, and physiotherapy.

All patients are eligible for support from this new service.



# Members' Corner

Welcome to our dedicated section for members of Medway NHS Foundation Trust

## Welcome to our new governors



● From left: newly-elected staff governor Neil Cambell and public governors Paul Spencer-Nixon, Jacqui Hackwell, Paul Riley and Raghuvir Chaggar.

Governors are elected by trust members for a term of three years and represent their constituents within the Trust, as well as feeding back to local people.

They represent Medway or Swale, depending on where they live. We also have one representative whose constituency is the 'rest of England and Wales'. The Council of Governors also includes staff and partner governors from local organisations such as local authorities and universities.

### What do the Governors do?

Governors attend committee meetings as attendees or observers to gain assurance on the work of the Board, focusing on important subjects such as quality and finance. They also provide an independent voice on working groups, for example looking at patient experience.

They encourage people to sign up to become trust members so they get updates about the hospital, and have a voice in the planning and provision of services in the hospital.

Governors are passionate about supporting their constituents and are on hand at 'Meet your Governor' sessions across Medway and Swale, to hear their views and answer questions, with tea and coffee to get the conversation going. There are also opportunities to chat to them at community events, often accompanied by our Community Engagement Officer, Krishna Devi.

There is more about the work of our governors on the trust website – [www.medway.nhs.uk/membership/governors.htm](http://www.medway.nhs.uk/membership/governors.htm)

Alternatively, if you would like to ask our governors a question please email [met-tr.members-medway@nhs.net](mailto:met-tr.members-medway@nhs.net)

## Our governors

### Medway – Public Governors

Glyn Allen – Reelected  
Vivien Bouttell  
Stella Dick – Lead Governor  
Matt Durcan  
Jacqui Hackwell – Newly elected  
Rod Helps – Newly elected  
Doreen King – Reelected  
Paul Spencer-Nixon – Newly elected  
Paul Walker

### Swale - Public Governors

Lyn Gallimore – Reelected  
David Nehra – Newly elected  
Paul Riley – Newly elected  
Richard Shannon – Newly elected

### Rest of England and Wales

Alastair Harding

### Staff Governors

Raghuvir Chaggar – Newly elected  
Tim Cowell  
Neil Gambell – Newly elected  
Colin Macleod – Newly elected  
Silvia Marin – Newly elected

### Partner Governors

Medway Council – Cllr David Brake  
Kent County Council – Cllr John Wright

### Charities, (League of Friends)

Chris Harvey

### Universities

Claire Thurgate  
Dr Peter Nicholls



## Meet our Partner Governor, Councillor David Brake



As a Medway Council member I became a Trust Partner Governor some five years ago, representing both the council and the people of Medway on the Trust's Council of Governors.

I am committed to supporting the people of Medway and making a difference to the community I serve. Governors are the ear and voice of the community and my regular conversations with constituents as a councillor have helped build a bigger picture of the community's health needs. I feel privileged to be able to share these insights with both the Trust and Medway Council.

My partner governor role has also afforded me the chance to work with Trust senior managers. I believe that, overall, the Trust Chairman and Chief Executive continue to do a great job. Under their leadership, change can be seen and through the Trust's exceptional work it has come into its own.

I am very proud of the Trust and council, and in particular their joint approach in ensuring people go home in a timely fashion. This example of good practice means fewer patients, particularly the elderly, do not stay in hospital any longer than they need to.

I am very confident the Trust will continue to move forward.

## Dates for your diary

### Members' events

Common Room, Postgraduate Centre, Medway Maritime Hospital, 6pm to 8pm.

- **Focus on nursing, Thursday 15 November.**

### Governors' Coffee Mornings

- **Saturday 15 September, 10am to 12pm, Restaurant, Medway Maritime Hospital.**
- **Tuesday 4 December, 10am to 12pm in Rainham Healthy Living Centre, 103-107 High St, Rainham, Gillingham ME8 8AA**

### Pop in and become a member

Main reception, Medway Maritime Hospital

- **Thursday 4 October, 10am to 12pm.**
- **Thursday 29 November, 10am to 12pm.**

### Trust Board meetings

Board Room, Postgraduate Centre, Medway Maritime Hospital, 12.30pm. Members of the public are welcome to attend.

- **Thursday 6 September.**
- **Thursday 1 November.**

### Trust Annual General Meeting

Restaurant, Medway Maritime Hospital, 6pm. All welcome. Free parking.

- **Tuesday 25 September**

## Check your junk mail!

We have had reports that our Members' emails that we have been sending out are being caught by junk mail filters on some members' email accounts. If you are signed up to get emails from us, please regularly check your junk mail folder for our messages.



# Medway and Swale in focus



● By Dr Ale Abraham

In the last edition of News@Medway we launched our new photography competition where we asked you, our loyal readers, to enter your best photos of Medway and Swale in summer.

We had some great entries and we're pleased to showcase the three winners in this edition.

A big thank you to all those who sent us their photos.

The theme of our next photo competition is 'Medway and Swale in autumn.' If you've got a photo that highlights the changing colours of autumn – we want to see it (the more colourful the better!)

Please email your photos to **communications.medwayft@nhs.net** along with your name and phone number by 31 October.



● By Bridgitte Ham



● By Lesley Emery



# Your Puzzle Challenge

## Quiz Of The Day

- Which organisation, founded in April 1949, has its headquarters in Brussels?
- Which famous film character was first played by Elmo Lincoln in 1918?
- Which surprise hit TV series, first aired on in March 2013, consists of families and couples filmed watching television?
- The chorus of which Lou Bega hit begins: "A little bit of Monica in my life..."?
- Which small town on the south coast of Devon has a two-word name that contains all five vowels?
- English actor Rupert Everett voiced the character of Prince Charming in two episodes of which animated film series?
- What was the surname of Welsh painter siblings Augustus and Gwen?
- What popular name is given to a floating device in a beer can, designed to form a head on the drink?
- Kabbalah is a mystical offshoot of which religion?
- Pressburg is the old German name for which modern capital city?

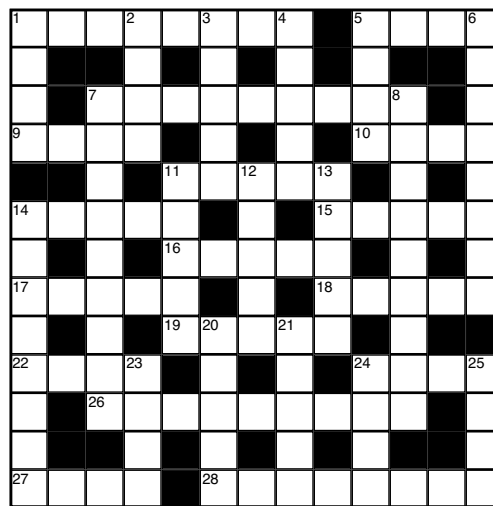
## Quick Crossword

### Across

- Dreadful (8)
- Exploit (4)
- Large seabird (9)
- Scottish dance (4)
- Close (4)
- Sheriff's force (5)
- Picture (5)
- Sift (5)
- Connects (5)
- Quell (5)
- Accumulate (5)
- Meat pie (5)
- Sound quality (4)
- Pulse (4)
- Decorate with needlework (9)
- Castle ditch (4)
- Napoleonic battle (8)

### Down

- Sixty minutes (4)
- Small loaf (4)
- Applaud vocally (5)
- Merits (5)
- Ado (4)
- Undiplomatic (8)
- Flying machine (9)
- Cobbler (9)
- Small growth (5)
- Nasal cavity (5)
- Written composition (5)
- Apparition (8)
- Pointed dart (5)
- Stain (5)
- Give out (4)
- Ale (4)
- Novice (4)



## Dialling Codes

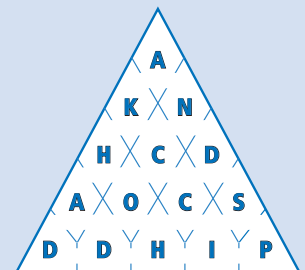
1 [ ] ' -	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

Spaces and any punctuation marks are represented by 1

Telephone dialling pads combine several letters on one key. Here we have encoded 13 classes of garden rose by using numbers rather than letters. Then we have divided them into groups of three characters and run all the names one after another to make your task a little more difficult. Can you crack the code?

832 142 554 221 236 843 654  
217 659 268 421 244 621 356  
742 863 212 687 266 166 473  
883 125 221 326 275 166 771  
767 852 631 737 638 426 2

## Word Pyramid



Spell out a 15-letter word or phrase by moving from one chamber to another within the pyramid. You may only enter each of the chambers once and may only proceed through openings in the walls. The first letter may appear in any of the chambers.

## Train of Thought

What word links the following?

— E —

- a motive;
- an underlying principle;
- to deduce;
- to debate.

## Sudoku

There is just one simple rule. Each row and each column must contain the numbers 1 to 9, and so must each 3 x 3 box. This is a logic puzzle, and you should not have to guess.

		8	5	3			9	6
2	6	9		4	1		5	
				2				
3				9	4	6	1	
		4				3	2	9
1	9			8				4
		2	3			1		7
8		3		7				5
		1				8		2

## Transformer

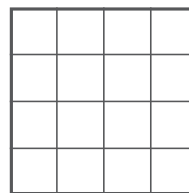
Add the given letter or letters to the first word to make a new word. **Clue:** Leave out part.

— + R = — R —

## Magic Square

### MISTER, IT IS REMOTE

Using all 16 letters of the sentence above, form four words each of four letters which will form a magic square in which the words can be read both horizontally and vertically.



## Equaliser

Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same.

	16		5
16	○	4	○
	2		2
16	○	9	○
	1		1

Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

## Solutions

### TRAIN OF THOUGHT:

Reason.  
Haddock and chips.  
WORD PYRAMID:  
moosette; albat; damask;  
moss; portland; pernetiana.  
fionbunda; bounbun;  
embroider; 27 Moat; 28

### EQUALISER:

emit; move; ins; test.

### MAGIC SQUARE:

ton; 24 Beat; 26

TRANSFORMER:  
Except + R = Excerpt.  
Taro.  
Taint; 23 Emit; 24 Beer; 25  
tea; gallica; centrolia;  
polyantha; China.  
DIALLING CODES:  
Shoemaker; 11 Polyp; 12  
divid; add; multiply;  
subtract. Total: 7.  
Clockwise from top left —  
Bravo; 4 Eams; 5 Fuss; 6  
Tactless; 7 Aeroplane; 8  
Phantasm; 20 Arrow; 21  
Sinus; 13 Essay; 14  
Phantasm; 20 Arrow; 21

QUIZ OF THE DAY:  
1 NATO; 2 Tarzan; 3  
Googlebox; 4 Mamba No  
Shrek; 7 John; 8 Widgit; 9  
Bravo; 4 Eams; 5 Fuss; 6  
Tactless; 7 Aeroplane; 8  
Phantasm; 20 Arrow; 21  
Sinus; 13 Essay; 14  
Phantasm; 20 Arrow; 21  
Taro.  
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Phantasm; 20 Arrow; 21

6	7	1	4	5	9	8	3	2
8	4	3	1	7	2	2	2	5
9	5	2	3	6	8	1	4	7
1	9	6	4	2	8	3	5	7
7	8	4	6	1	5	3	2	9
3	2	5	7	9	4	6	1	8
5	3	7	6	2	2	6	4	8
2	6	9	8	4	1	7	5	3
4	1	8	5	3	7	2	9	6

### SUDOKU:

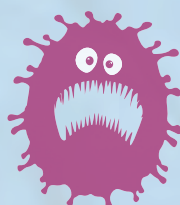
# My life is in your hands

Cyril is 88 years old and has pneumonia. If he catches the flu it could kill him.

Help protect yourself and your patients - **get your flu jab.**



**Best** of care  
**Best** of people



**flu  
fighter®**

**NHS**

**Medway**

NHS Foundation Trust

