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Best of care
Best of people

news@Medway

OCTOBER/NOVEMBER 2017

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Help rename
our charity



We're #flufighters

With the flu season now upon us, staff at Medway Maritime Hospital are joining forces to keep the nasty bug out of the hospital.

Michael Addley

Arranging for a seasonal flu vaccination is a really important step for our staff in ensuring that our patients are protected. A serious and very nasty illness in most who catch it, flu can be deadly to those who are vulnerable or already unwell.

The flu virus changes every year, so we make sure that all of our staff have the opportunity

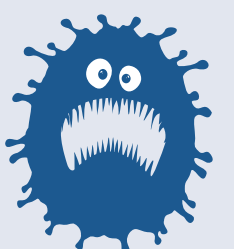
to be immunised. You can join our staff in the battle against flu by having the flu jab and ensuring that you do not visit patients on our wards if you are suffering from flu-like symptoms.

Flu can also be horrible for young children, so for those between the ages of two and eight there is a quick nasal spray rather than injection available.

Help us to keep our patients, your family and friends and yourself safe and well this winter!

You are eligible to receive a free flu jab if you:

- ✓ Are 65 years old or over
- ✓ Are a child between 2 and 8 years old
- ✓ Are pregnant
- ✓ Have certain medical conditions (adults and children)
- ✓ Are living in a long-stay care facility or home
- ✓ Receive a carer's allowance or are the main carer for an elderly or disabled person



flu fighter

Puzzle page: brainteasers, mind benders and more – p1. . Find your way around: hospital map – p12

**STAY WELL
THIS WINTER**

Getting ready for winter



Lesley Dwyer, Chief Executive

Welcome to the latest issue of *News@Medway*.

Winter is nearly upon us, and we have been working very hard to get things ready for our traditional busy period between November and February.

We are ready to care for you if you are unwell this winter, and we have been making sure that our frontline staff are vaccinated against flu to help keep both themselves and you healthy.

Many of our community are also entitled to have this important and very useful vaccination – check the front page to see if you are one of the groups of people who can receive it free from the NHS.

There is more to keeping well over winter than the flu though. We're sharing some useful information with you about how you can stay warm and healthy this winter.

Also in this issue, we've got details of a recent VIP visit to the Trust (page 2); a report on how we're working hard to fill our staff vacancies and make sure that we attract the best of people to work here at Medway (pages 6–7); a write-up of our recent Annual General Meeting (page 5) and some details about our exciting changes to our charitable funds (page 9). I hope you enjoy the issue!

We know it is going to be a really busy winter here at Medway, so we are working hard to ensure that we are ready for the extra demand on our services.

A key factor in caring for patients during busy periods is making sure that we have good flow throughout the hospital; this means having enough bed spaces available for patients.

We know that our patients want to get home earlier in the day when they can, and even small delays to discharge time aren't just frustrating for them and their families, they can have a significant impact on the number of beds available for new admissions.

We are working hard to discharge patients earlier and to ensure that we identify patients

who are ready to go home the day before they are to be discharged.

This gives us time to make sure that transport, medicine or any other care they need is ready. Health experts are also predicting a possible surge in flu cases this year.

Every year we prepare for expected levels of seasonal flu, but we also have a plan in place in case there are significant numbers of people that need hospital admission from flu and we make sure we continue to follow national guidance on flu preparation.

“We have been working very hard to get things ready for our traditional busy period between November and February. We are ready to care for you if you are unwell this winter, and we have been making sure that our frontline staff have vaccinations against flu to help keep both themselves and you healthy.”

Lesley Dwyer, Chief Executive

“The staff at Medway should be incredibly proud of the extraordinary turnaround at the Trust – in particular the way they have embedded patient safety at the heart of their culture.”

**Jeremy Hunt,
Secretary of State for Health**



‘An ‘extraordinary turnaround’ – Health Secretary visits Medway Maritime Hospital

The Secretary of State for Health, Jeremy Hunt, paid a visit to Medway Maritime Hospital last month and congratulated staff on the improvements they have made to patient safety.

Mr Hunt and Dr Mike Durkin, former National Director of Patient Safety at NHS Improvement, met a number of staff from across the organisation and heard about the impressive progress the Trust has made over recent months. This included developing a better safety culture throughout the hospital and a strong focus on recognising and

responding quickly to patients whose conditions deteriorate.

These improvements have led to a significantly reduced mortality rate – putting the Trust below (that is, better than) the national average.

Dr Diana Hamilton-Fairley, our Medical Director, said: “I am very proud of all the work that our staff have done to ensure we provide care that is safe for our patients, encouraging everyone to talk about patient safety and reporting incidents when they occur and ensuring that we can all learn from them. I’m

delighted to say that our patients are seeing the benefits of this.

Mr Hunt said: “The staff at Medway should be incredibly proud of the extraordinary turnaround at the Trust – in particular the way they have embedded patient safety at the heart of their culture.”

“The Trust’s focus on engaging staff in its vision for patient safety is exemplary, and can ensure they become a trailblazer in helping to achieve my ambition of making the NHS the safest healthcare system in the world.”

£1m additional funding increases service capacity

We were delighted to receive an additional £1 million funding to support our Trust to deliver high quality care over the winter, which we will use to expand capacity within our 24/7 Acute Medical Unit (AMU).

The AMU treats patients who have been admitted directly from the Emergency Department (ED) or GPs for rapid medical treatment but don’t need the specialist emergency care provided in our ED.

By doing this we will be able to make sure that more people are seen in the right place, and given the right sort of care, first time, spend less time waiting in hospital and that our ED team can focus more on treating people with the most urgent needs.

www.nhs.uk/staywell

Look after yourself in the cold weather

When the temperature drops below 8°C, some people can become at greater risk of a range of health conditions, including heart attack, strokes, flu, pneumonia, falls and hypothermia. It can also affect people with mental health conditions such as dementia. To keep well at home, it is advised that you should try and heat your home to at least 18°C, particularly if you are not very mobile, aged 65 or above and/or have a health condition.

Make sure that you keep your bedroom warm at night too – keep the bedroom window closed and check whether your heating will stay on or go off. Drawing curtains and keeping doors closed will help reduce cold draughts. If you have a baby, ensuring that their room is between 16°C and 20°C reduces the risk of sudden infant death syndrome (SIDS, also sometimes called 'cot death').

If you are younger, active and healthy you can have your home temperature lower than 18°C provided you are still comfortable.

Keeping your home warm can be a particular challenge if you are on a low income, so make sure that you're receiving all of the help to heat your home that you are entitled to.

Find out more at www.nhs.uk/staywell

Remember, not everyone uses Centigrade!

18 degrees Centigrade is 65 degrees Fahrenheit.



Health choices at your fingertips

The Health Help Now phone app will give you details of what local services are open and available to you at the moment you look, 24 hours a day, 365 days a year.



Looking for a late night chemist or an out-of-hours GP? Look it up on Health Help Now! You can download the app for free from the Google or Apple app stores.

Choose well this winter

You can help us keep the hospital running effectively by choosing the most appropriate care provider if you are unwell. Colds, 'flu', diarrhoea and vomiting are all common complaints over the winter, but can normally be effectively managed with rest, fluids and 'over the counter' medications – in most cases an Emergency Department won't be able to provide more effective treatment than a high street pharmacist.

If you are worried it might be something more serious you may be able to get quicker treatment at your local GP than by coming to hospital – although we are always here when you need us.

If you aren't certain where you should come, you can call 111 – for free – and speak to the NHS 111 team who will be able to advise you.

999

For life threatening emergencies

If you need medical help fast but it's not a 999 emergency, call NHS 111 for clinical advice, assessment and for direction to the most appropriate services for treatment.

CALL 111
GP Pharmacy
www.nhs.uk

For less urgent health needs, contact your GP or local pharmacist. You can also access NHS advice at www.nhs.uk

Health tips for winter weather



Wrap up warm when you go out, and make sure that your shoes have a good grip.



Use a hot water bottle or an electric blanket to stay warm in bed – but not both.



Wear multiple layers of clothes when you can, rather than a single bulky layer. This will help you retain body heat.



Make sure you're receiving all the help to heat your home that you are entitled to.



Have at least one hot meal a day, and try to drink hot drinks regularly. Keep active – try not to sit still for more than an hour indoors.



Keeping an eye out for elderly relatives and neighbours and supporting them in the cold weather can help them Stay Well This Winter.

Speaking to your local pharmacist



If you start to feel unwell, even if it is just a cough or cold, get advice from your pharmacist before it gets more serious.



Many GPs and pharmacies will close over the holidays, so it can be helpful to pick up prescription medications before the Christmas holidays start.



Speak to your pharmacist about over-the-counter medicines you should have in stock to help get you and your family through the winter season.

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 are needed. 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.

“Wow! I've just delivered my second baby here and I feel so very lucky to have been looked after by the wonderful team at the Birth Place...”

I was made to feel so welcome and given the confidence and strength to deliver my baby completely naturally. From the moment I arrived I felt in safe hands. ”

September 2017

“My daughter became unwell... from ambulance crew to A&E staff then maternity delivery suite we received polite, efficient, prompt, courteous and friendly caring treatment...”

My daughter was so reassured by the treatment and care given and that's what really impressed me. I want to thank them all. ”

September 2017

“I was an inpatient in Medway Maritime Hospital for one week. I'd like it to go on record that I had the most wonderfully compassionate and professional treatment I could have wished for. And this from all levels of staff...”

Phoenix Ward was run on love and laughter mixed with the knowledge and experience needed to deal with such a wide variety of ages and illnesses as they had. ”

September 2017

One year on for smoke-free



We are committed to supporting our patients, community and staff to improve their health and so we are very proud that our site has been 'smoke-free' for a whole year!

This means that none of our patients, visitors and staff are allowed to smoke in the buildings, hospital grounds or car parks. Our smoke-free wardens patrol our site, raising awareness of our smoke-free status and reminding our visitors and staff who may have forgotten that smoking is not allowed on site.

Stop smoking aids – such as nicotine patches and nicotine gum – are available for patients on our wards on request. We have also been

encouraging our staff to take advantage of the on-site smoking cessation support available. We know that stopping smoking isn't always easy, but support is available to help you make the change. It can make a real difference to your health, your family's health... and your wallet!

If you are one of the 45,000 people who smoke in Medway and you are interested in quitting you contact Medway Council's Stop Smoking Service and get the lowdown on what support is available by calling 0800 234 6805/01634 994800 or text QUIT to 81025



STOP TOBER

With Stoptober now here there has never been a better time to kick the habit and live a cigarette-free life.

Feel healthier

No matter how long you've smoked for, quitting can help improve your health straightaway.

Cash in

You'll have much more cash in your pocket. If you smoke a packet a day, you could save around £250 each month!

Protect your family

Quitting helps protect your loved ones from harmful secondhand smoke – reducing their risk of developing asthma, meningitis and some cancers.

The Medway Model – working with our partners to give YOU better care

Making sure that our community gets the right health care, delivered in the right environment by the right people, is one of the core goals of the NHS in Medway and Swale.

That's why the Trust has been working with our partners Medway Clinical Commissioning Group, along with health and care providers in the area, to help develop the Medway Model.

This is the locally-designed solution to making sure that whether you are young or old, very poorly or have just a minor condition, you will get the care that you need.

Among the proposals being discussed with our community at the moment is joint working between GP practices – to make it easier for you to get a GP appointment when you need it – and between different health organisations such as the NHS and social care.

We are also moving towards closer working between different specialist teams for those with more complicated needs, such as the elderly, to support them to live independently; providing more joined-up services for children and making better use of technology so that you can access the care and support you need more conveniently.

The Medway Model is being designed with your needs and wants in mind – and we want

“The Medway Model is the locally-designed solution to making sure that whether you are young or old, very poorly or have just a minor condition, you will get the care that you need... the Medway Model is being designed with your needs and wants in mind – and we want to hear from you about the proposals.”

to hear from you about the proposals and what can be done to make sure that you are always the focal point of the care that we, and our partners, provide.

There are more listening events scheduled for this year; you can find out details of when they are, and more details about the Medway Model, on the Medway Clinical Commissioning Group website:

www.medwayccg.nhs.uk

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

AGM marks looks back at an excellent year for Medway

In September, around 100 staff, governors, volunteers, members and stakeholders came together at Christchurch university's Medway campus for the Annual General Meeting to mark an extremely successful year for the Trust.

The audience heard James Devine, Executive Director of HR, OD and Improvement, speak about the highlights of the year – including the Trust's exit from special measures and improvements to patient safety – and the challenges for the future.

James said: "Medway has a very proud history, and we continue to be very grateful for the ongoing support we receive from our governors, our volunteers, our partner organisations, our Board and of course, our hardworking staff who come to work every day in order to provide the best of care to our patients. We can rightly say that Medway is better today than it was 12 months ago.

"Safety underpins everything that we do at Medway. Our teams have worked tirelessly to ensure that we put our values of the best of care, with the best of people into an everyday reality.

“Safety underpins everything that we do at Medway. Our teams have worked tirelessly to ensure that we put our values of the best of care, with the best of people into an everyday reality.”

James Devine,
Executive Director of HR,
OD and Improvement

"We know that the hospital is safer, and we know that our commitment to improving the indicators of quality was something that we just had to do.

"We say proudly that our mortality rate is now within the average at below 100; we know that more patients go home earlier; and we know that we are a healthier organisation having gone smoke free almost exactly 12 months ago."

Stephen Clark spoke of his pride at taking over as Chairman of the Trust and thanked the many people involved in the Trust's successful 12 months, including the Board, staff, governors and League of Friends.

Director of Finance Tracey Cotterill gave an overview of the Trust's current financial situation and the work we need to do to reduce our deficit.

Stella Dick, Lead Governor reported on the excellent work the governors of the Trust are doing to engage with our local communities.

The audience heard a powerful presentation on the work the Trust is undertaking with Medway Council to reduce the number of women smoking during pregnancy, and the evening rounded off with a wide-ranging question and answer session, where the Trust's team responded to questions from the audience.

Thank you to everyone who attended the event and made it such a positive evening.

For further information on how to become a member, please contact Hannah Puttock
hannah.puttock@nhs.net



Teams from across the Trust hosted stands



More than 100 people attended the AGM



Trust Chairman Stephen Clark opens the AGM

An incredible year for Medway



Transformation
We exited **special measures!**



Stay in hospital
65% of our patients stay in hospital only one day



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



Smoke free
We are now a **smoke free** hospital



Patient Safety
We considerably reduced our Hospital Standardised Mortality Rate from **120 to 100**



Buddies
A budding agreement with Guy's and St Thomas' Hospital **helped the Trust improve** in a number of ways



Home First service
reached its **1000th** patient milestone



Nursing vacancies
We reduced our Emergency Department's nursing vacancy rate from **65% to 16%**



Ambulance patients
46.1% of ambulance patients were seen within 15mins



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



90% detection
Our **maternity unit surpassed** the 50% national benchmark for detecting severe congenital heart defects

Building ou



The Kent County Show gave us the chance to engage with potential staff

Medway NHS Foundation Trust is one of the largest employers in Medway, with more than 4,500 individuals working across a range of clinical and support roles with one aim – to deliver the best of care to our community.

Making sure that we have the right staff with the right skills in the right place is a challenge for every NHS organisation – and we are no exception. A national shortage of nurses and doctors, along with a reputation for being a challenging workplace in the years we were in special measures, has meant that we have had to work hard to attract good quality staff to the Trust.

Kerri Eilertsen-Feeney, a trained midwife and Head of Nursing Workforce and Education, explains: “The Trust has really turned a corner in recent years and we are getting increasing interest from nurses across the UK, EU and worldwide in working here. We’ve had to push hard and think outside the box to get the news out about the changes here and show that we are a good place to work, but we’re definitely getting there.”

As well as conventional job postings and adverts, our HR and clinical teams have been looking at more innovative ways to attract staff. We work with specialist recruitment agencies to source NHS staff into permanent positions; visit conferences, universities and medical schools

across the country (including unconventional locations such as the Kent County Show) to engage with potential new staff; and we have formed links with training establishments across the world to bring doctors and nurses to Medway.

“It’s working,” says James Devine, our Executive Director of HR, OD and Improvement. “We’re now recruiting above replacement rate so, even when we account for natural staff turnover, overall we have more nurses starting work at the Trust than leaving. Fourteen new nurses from the EU started with us this summer, more are starting this month in October and we’ve had other new starters in our nursing team from across the UK, EU and elsewhere in the world, including making 15 job offers to local nurses at our recent open day. We’ve also offered six mid-grade doctors jobs in A&E and are successfully recruiting doctors into specialties across the Trust.”

If you would like to develop your career at Medway – as a nurse, doctor, manager or one of our skilled support staff – please see the roles that are available with us at:
www.jobs.nhs.uk

Growing a strong medical team

It isn’t just nurses that we are recruiting – we are also working hard to make sure that we get great doctors to care for our patients too. As with all NHS Trusts, a high proportion of our junior and mid-grade doctors come to work with us as part of their medical training and Medway gets a new intake of keen trainees every summer. While we are very proud of our trainee medics – who recently rated the Trust one of the highest in the South-East for the quality of our training and support – there are always some vacancies that we are unable to fill initially, particularly mid-level positions.

One of the schemes that the Trust has championed is the Medical Training Initiative. Working with the Royal Colleges of various different branches of medicine, the Medical Training Initiative forges close links between the Trust and medical schools overseas, providing opportunities for talented doctors from countries such as India or Pakistan to train ‘on the job’ in the UK, much like a UK trainee doctor would.

“We benefit from the expertise of some of the best up-and-coming medics from these countries, while they get valuable experience of many of the innovative medical practices in use in the NHS.”

After initially training in their home countries – and satisfying the strict requirements of the UK’s Royal Colleges and the General Medical Council – they come to work at Medway in mid-level roles for two years before returning home. We benefit from the expertise of some of the best up-and-coming medics from these countries, while they get valuable experience of many of the innovative medical practices in use in the NHS.

r workforce

Meet Claire Manneh Matron – Phoenix/Kingfisher wards

What is your background?

I joined the NHS as a healthcare assistant in 1998, then trained to be a nurse. After qualifying as a nurse in 2004, I've worked for a number of hospitals in England. Most recently I was Matron for Specialist Medicine at the Royal Berkshire hospital in Reading.

What brought you to Medway?

I'm from Kent originally and I'll be honest, I had heard bad things about Medway in the past. About a year ago, though, a family friend had their cancer treatment here and I was so impressed with how quickly and how well they'd been treated that I thought I'd find out more. I read about how Medway had changed and how it had come out of special measures and I applied for the role here.

How have you found Medway?

I've been here for three months now and one of the most impressive things is a real focus on supporting frontline staff to do a good job. The senior team is very visible and very involved in helping to solve practical issues; this is the first Trust I've worked in where I've seen a Director of Nursing come to a staffing meeting. Staff here are really valued at a senior level and there is support across the organisation to do well. People don't just say 'do things better' and walk away.

“I've been here for three months now and one of the most impressive things is how there is a real focus on supporting frontline staff to do a good job... Staff here are really valued at a senior level and there is support across the organisation to do well. ”

What would you say to anyone thinking about applying to work here?

There's the opportunity to really focus on the fundamentals of care here, getting it right for patients, and a lot of support for improving and doing things well. Everyone is very friendly and if you're a nurse who wants the opportunity to put patient care right at the centre of what you do and how you develop your skills, Medway will give you that chance.



Introducing Kim Hinayo Nurse – maternity unit

What is your background?

I trained as a nurse in the Philippines. I'm a neonatal nurse, but I am working on the maternity unit while I get my pin [official registration as a UK nurse through the Nursing and Midwifery Council]. I can't do all the things a nurse would normally do until I pass my final exams, which I'm taking this month. Until then, I support the other staff on the maternity unit, taking observations and attending to enquiries from patients, which I pass on to the midwives.

What brought you to Medway?

I was keen to work in the NHS and spoke to a recruitment agency in the Philippines who specialised in recruiting nurses to the NHS and who could find me work in NICU [neo-natal intensive care unit].

How have you found Medway?

I had read a lot of negative things about Medway online before I came here. It has been much better than I had expected! People are very friendly and it has been much easier to fit in than I expected. I've really enjoyed talking to the team, getting to know them and learning how things work in the NHS. It has been easy to communicate because, in the Philippines, English is like a second language; we learn it at school. I've had to practise my accent though!

“People are very friendly and it has been much easier to fit in than I expected. I've really enjoyed talking to the team, getting to know them and learning how things work in the NHS. It has been easy to communicate because, in the Philippines, English is like a second language; we learn it at school. I've had to practise my accent though! ”

How is the NHS different to the health system in the Philippines?

There are some differences. In the maternity departments in the Philippines the nurses are the ones who are in charge; in the UK midwives are. A lot of hospitals in the Philippines that I had worked in were private, so there were always costs and charges. Here healthcare is for everyone. It's amazing.



Protecting adults from exploitation and abuse

To mark Safeguarding Adults Awareness Week, which took place this October, we are sharing details of how we look after adults at risk, and some potential signs to look out for about an increasing issue in the local area – modern slavery.

Jodie Moore

Here at Medway NHS Foundation Trust we have a safeguarding team that support staff in ensuring that patients are safe in our care and when they leave us to go home. This team has wide-ranging experience in identifying the safeguarding needs of children and adults, including those who are pregnant or have just given birth, those with mental health needs and those with learning disabilities.

The safeguarding team provide teaching for staff to recognise when a patient may be at risk of harm or is being harmed either intentionally or unintentionally.

The Trust takes safeguarding our patients very seriously and when harm occurs we make every effort to identify and understand how this occurred and take appropriate action.

It is vital that we learn from safeguarding incidents to help make sure they don't happen again, and we use a variety of methods to share the outcomes to improve how we work and to raise awareness of the types of abuse that our patients have experienced.

We also work closely with colleagues from GP surgeries, social services, mental health services, the police and others to keep vulnerable adults in Medway and Kent safe – but protecting adults at risk from abuse is everyone's responsibility.

Abuse can take many forms, and it can happen anywhere. While you may think you would recognise signs of the more widely known

forms of abuse, such as domestic violence, there are other forms that you may not be aware of.

Modern slavery is a significant issue in the UK, with the government estimating that up to 13,000 people in Britain today are in slavery. Slavery can take many forms, including being forced to perform domestic duties or hard physical labour, sex work or drug cultivation. Violence and threats against the person in slavery, or their families, is common. Slavery is always illegal, and people found to be exploiting people as slaves can be prosecuted under the Modern Slavery Act.

Another less widely-recognised form of abuse is self-neglect. This is when a person's behaviour has a detrimental effect on their health and well-being, such as neglecting to care for their personal hygiene, health or surroundings. It can include behaviour such as hoarding.

All of these things could be happening in your neighbourhood – please be alert to vulnerable adults living in your community. Everyone has a right to feel safe, and to live without fear of abuse, neglect or exploitation.

If you have concerns about an adult who may be being abused, you can raise them with any member of staff here at the hospital or speak to a member of the Safeguarding Adults Team on 01634 830000 Ext 5524. If you are not at the hospital you can also contact Medway social services 01634 334466, or Kent social services on 03000 419191.



Our adult safeguarding team

Signs of modern slavery

Slavery is often hidden and can be difficult to identify, but there are few signs which might mean that someone is in slavery. Someone in slavery might:

- ✓ appear to be in the control of someone else and reluctant to interact with others
- ✓ not have personal identification on them
- ✓ have few personal belongings, wear the same clothes every day or wear unsuitable clothes for work
- ✓ not be able to move around freely
- ✓ be reluctant to talk to strangers or the authorities
- ✓ appear frightened, withdrawn, or show signs of physical or psychological abuse
- ✓ be dropped off and collected for work always in the same way, especially at unusual times, i.e. very early or late at night.

Information provided by Anti-Slavery International

Research at Medway – fighting E coli infections

We are privileged to be able to run important research studies here at Medway that have the potential to improve the health of many thousands of people across the world.

One important project currently running here is the ExPEC study. This study looks at those who have undergone a prostate biopsy – where a sample is taken from the prostate to be tested for various conditions such as prostate cancer – to see if they return to hospital with a suspected infection.

E coli bacteria are part of the normal flora of the gastrointestinal tract, but ExPEC are a distinct class of *E coli* that exist in the gut but can cause infections such as sepsis, meningitis and pneumonia if they get into the bloodstream.

While infections from ExPEC due to a prostate biopsy are relatively rare they do occur on occasion. The ExPEC study has involved monitoring patients that have undergone a prostate biopsy, for 30 days, to see if they return to hospital with a suspected infection. The aim is to collect enough data to support the next phase of the study, which would test a vaccine that would prevent the *E coli* disease.

When the study closed at the end of September we had enrolled 70 patients, far exceeding our target of 20.

Natalie Long, Clinical Research Practitioner,



Natalie Long, Clinical Research Practitioner

and Laura Adams, Senior Clinical Research Practitioner, would like to thank everyone involved in the study, especially all of the participants as well as the urologists and the outpatients team who helped contribute to reaching and surpassing the target.

Would you like to be involved in one of our great research projects?

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

Listening to our staff

Michael Addley

The NHS Staff Survey is now open, giving our staff an opportunity to provide feedback on what it is like to work at Medway.

Along with patient feedback, staff views are vital to help us to understand how we can change things for the better. We want to find out what the concerns of our staff are, what we are doing well and how we can improve.

From surveys in previous years we have made a number of changes to improve the working environment of the Trust and make it a more enjoyable place to work.

These have included expanding the number of initiatives available to staff to help with their physical, mental and emotional wellbeing and the appointment of six Freedom to Speak Up Guardians to enable staff to raise concerns. We have also relaunched our employee and team of the month awards to publicly recognise those who are delivering the best of care to our patients.

The results of the survey are very important to us and we are asking all our staff to complete it this year. All responses to the survey are anonymous and treated in complete confidence.

They are collated externally by a company that administers and analyses the data on our behalf; no one in the Trust has access to any identifiable information about any individual who fills in the questionnaire. The data is then published and used by us, as well as external agencies, such as the Care Quality Commission, as a benchmark to assess how staff are feeling, how they feel the Trust is performing, and to support national assessments of quality and safety and delivery of the NHS Constitution.

Making sure our staff are engaged and their opinions are listened to and acted upon is vital if we are going to improve as an organisation and become brilliant.

**Best of care
Best of people**

STAFF SURVEY OUT NOW



You said, we did

Recruitment
We are **recruiting more staff** and reducing our reliance on agency workers.

Well-being
We have worked hard to **expand the number of initiatives** available to staff to help with their **physical, mental and emotional well-being**.

Recognition
We have re-launched **our team and employee of the month awards** - focussed on our values of BEST.

Raising concerns
We have appointed **six Freedom to Speak Up Guardians** (in addition to our existing workplace listeners).

Staff feedback helps us understand what it is like for them to work at Medway – **what we are doing well, and what we can make better.**

If you are a member of staff and receive a questionnaire, please complete and return it as soon as you can.

Responses are anonymised so no one can identify who said what.

Care for bereaved parents recognised

We are delighted to be one of 11 trusts in England chosen to trial a new pathway developed to improve the quality of bereavement care experienced by parents and families at all stages of pregnancy and baby loss up to 12 months.

The National Bereavement Care Pathway has been developed by Sands, the stillbirth and neonatal death charity, in collaboration with other charities and professional bodies, and with the support of the Department of Health and the All Party Parliamentary Group on Baby Loss. Maternity staff at the hospital will work closely with Sands, and other partners, to develop and improve care for bereaved families. It will provide us with the opportunity both to share our expertise with other hospitals and organisations as well as develop the support we provide to bereaved parents. Our unit is already considered “gold standard” in the provision of care for parents and families who experience a still birth with the opening of Abigail’s Place in November 2016.

The bereavement suite, which was formally opened by HRH The Countess of Wessex,



HRH, The Countess of Wessex and Trust Chairman Stephen Clark

provides a place of solace and comfort for parents, where they can spend those precious last few moments with their baby. The programme launched on Monday 9 October to coincide with Baby Loss Awareness week.

Focusing on hospital charitable funds

A new initiative is being launched to make sure we make the best possible use of the donations made to the Trust.

Patients, their relatives and friends, and local residents who support the hospital, are very generous in giving to the Trust, through fundraising events, one-off donations, and legacies. These funds are used to benefit patients, supplementing the Trust’s budget to pay for things that might not otherwise be possible.

Donna Law, an experienced charity fundraiser (pictured), has recently joined the Trust to co-ordinate the funds so they can deliver more for our patients, and to promote the charitable fund more widely, organise fund-raising activities, and make it easier for donations to be made.

Donna will liaise closely with other charities who support the Trust, for example the League of Friends and the Oliver Fisher Trust – to complement their separate and distinct fundraising activities.

Charitable funds are kept entirely separate from the Trust’s operational funds and are not used for day-to-day NHS activities.



As part of our focus on the charitable fund, we are looking for a more memorable name – the Medway NHS Foundation Trust Charitable Fund is a bit of a mouthful!

We want to raise the profile of the charity, and feel a shorter name that reflects the interests of our patients would help people remember how they can help their hospital.

Donna Law, who recently joined the Trust as Charity and Fund Raising Manager, said: “I’m incredibly excited to be working with patients, staff and others across the Trust and wider community to raise money for the charity and to increase its profile throughout Medway and Swale. This is your charity, so please drop me a line and let me know what you think it should be called.”

If you have suggestions for the name, or if you would like to raise money for services at the hospital and have some fundraising ideas, you can get in touch with Donna at donna.law1@nhs.net

MEMBERS' CORNER

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

Meet the Governor – Alastair Harding



In 2011 my twin daughters Isabel and Chloe were born at 26 weeks, 14 weeks premature. My local hospital near Sevenoaks did not have the right facilities to care for them, so Isabel was sent to Ashford and Chloe to Medway. After 11 days Isabel was well enough to be moved to Medway but, regrettably, Chloe died the following day.

During this traumatic time the care our daughter received at Medway was excellent and the support provided to us as a family was great. I was aware of Medway's poor reputation, however our experience was fantastic in every way.

“There is clear evidence that the hospital is improving and it's clear to see that staff both at the top and on the frontline definitely want to succeed.”

Alastair Harding,
Governor for rest of
England and Wales

I was keen to thank the hospital and give something back. We started fundraising for the Oliver Fisher Unit and I signed up to become a Trust member but, with a background in information security, I wanted to offer more practical help. When I saw the role of Governor advertised, I applied and was delighted to be elected Governor for rest of England and Wales in 2016.

As a resident of Sevenoaks I knew little about Medway Hospital until as a family we had to come here. There is a regional chunk of people who are in that position, patients who are outsiders needing to come in and get help. I look at standards of care and processes from that perspective as I want to make sure systems work for these people.

The last year has been a wonderful exciting time with lots of changes for the Trust. There is clear evidence that the hospital is improving and it's clear to see that staff both at the top and on the frontline definitely want to succeed. The public should be proud of this and should be chipping in to help.

Governors Coffee Morning @ All Saints Community Project Trust

One of the most important roles of Trust Governors is to hear and represent the views of the members and the local community.

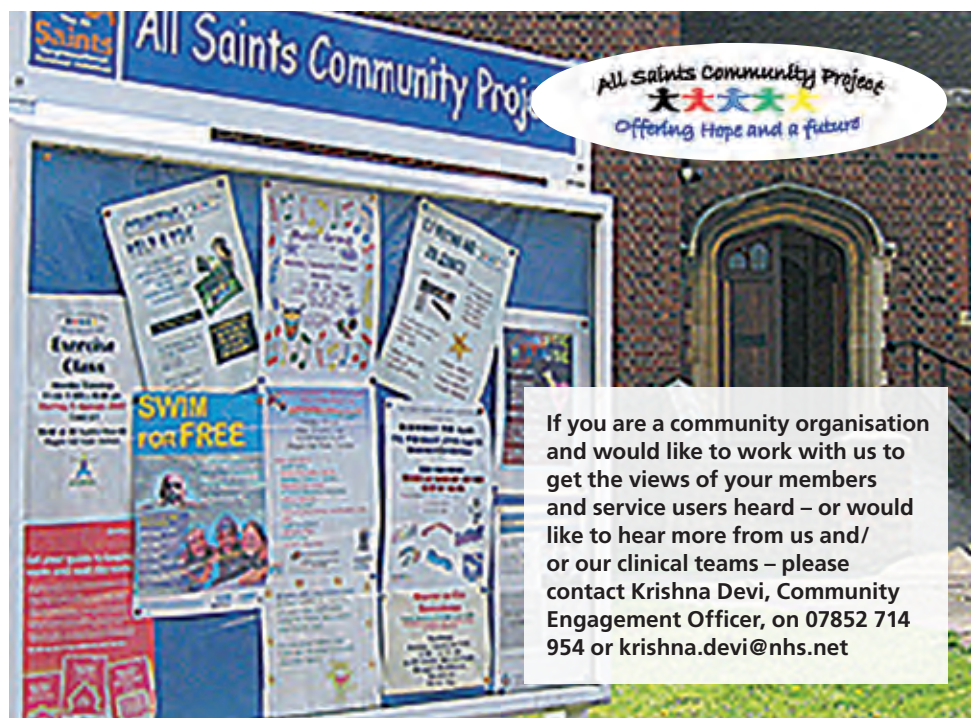
Our 'Meet the Governors' coffee mornings are our local community's chance to learn about the role of a governor, find out what's happening at their hospital and tell our Governors what they think. In September we hosted a Governor's coffee morning at St Werburgh's parish church in Hoo, where a number of local residents came to talk to our Governors about issues that were important to them. These included increasing access to services for the people of Hoo and more transparency in the Trust's processes, and ensuring that the Trust continues to engage with Hoo residents.

Our next coffee morning will be at the The All Saints Community Project Trust on Thursday 16 November 2017 from 10am to 12pm.

The project was established as a response to the needs and issues faced by many people in the All Saints area of Chatham.

From After School care provision to projects which have allowed residents to install central heating and from computer training to the refurbishment of a local open space, over the years they have worked with many partners, bringing much needed help and resources to support day to day life.

Their work with residents and statutory group partners has made a real difference to the area and is committed to carrying on the work.



If you are a community organisation and would like to work with us to get the views of your members and service users heard – or would like to hear more from us and/or our clinical teams – please contact Krishna Devi, Community Engagement Officer, on 07852 714 954 or krishna.devi@nhs.net

For information on the project go to:

- 📍 allsaintscommunityproject.org.uk/about-us/im-new-here/
- 📍 All Saints Community Project Trust, The Magpie Centre and Cafe, 33 Magpie Hall Road, Chatham, Kent, ME4 5NE

These events are open to all Medway and Swale residents – please register your interest by phone or email

- 📞 01634 825292
- ✉ members@medway.nhs.uk

Dates for your diary

Governors Coffee Morning



Come and meet our Governors, find out about their work at the Trust and give them your views about our care.

📅 16 Nov
🕒 10am–Midday

📍 All Saints Community Project Trust, Magpie Centre and Café, 33 Magpie Hall Road, Chatham, ME4 5NE

Members Meetings



These take place every month, sharing information on a health or other interesting Trust-related topics with our FT members.

📅 8 Nov
🕒 6–7pm

📍 Common Room, Post-Graduate Education Centre, Medway Maritime Hospital

Trust Board meetings



The Board meetings are held in public every month.

📅 2 Nov 2017 and 4 Jan 2018
🕒 12.30pm

📍 Board room, Post-Graduate Medical Centre, Medway Maritime Hospital, Gillingham



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

Become a member of our Trust

Become a member today and get involved with some of the Trust's work. Membership is completely free and you can get involved as much or as little as you like.

We are in a better position to listen and respond to the views of local people through our members.

Patients, residents and staff who live in areas served by Medway NHS Foundation Trust can register as members of the organisation.

If you become a member, you can:

- ✓ Have the opportunity to learn how the hospital and wider NHS work
- ✓ Help us improve patient experience, including cleanliness, the hospital environment, patient care, safety etc by feeding in your views and ideas
- ✓ You can vote to elect the Council of Governors and stand for election as a governor yourself
- ✓ Become involved in plans for our future development

You can become a member by phone, email or online through:

- 📞 01634 825 292
- ✉ members@medway.nhs.uk
- 🌐 www.medway.nhs.uk – search for 'membership'



puzzle drome

Your monthly puzzle challenge

No. 3607

CROSS CODE

13	6	3	18	23	13		1	4	2	25	23	26
9		25		24				13		11		3
21	14	22	1	13	9		26	3	18	23	16	10
22		18		5	21	5	18	22		25		18
26	24	25	8	25	7		22	25	7	7	1	14
7		6	1	22	16		25	10	25	7		15
			3				18					
1		5	13	3	26		7	18	17	25		21
23	1	1	22	25	3		21	14	25	20	25	14
23		22		6	25	13	3	7		25		23
21	14	18	12	21	25		6	21	14	14	25	22
3		26		15			3		26			25
7	19	25	9	25	14		7	25	14	7	25	7

ABCDEFGHIJKLMNOPQRSTUVWXYZ

1	2	3	4	5	6	7	8	9	10	11	12	13
14	N							U		C		26

EACH number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid, then use your knowledge of words to work out which letters should go in the missing squares.

As you get the letters, fill in other squares with the same number in the main grid and control grid. Check off the alphabetical list of letters as you identify them.

MAGIC SQUARE

CABS SCORCH ON HERE

USING all 16 letters of the phrase above, form four words each of four letters which will fit in the grid to form a magic square in which the words can be read both horizontally and vertically.

Quiz Challenge

1. In which US TV detective series does Peter Falk play the title role?

2. The fibres of which plant are used to make canvas, rope and sailcloth?

3. If a country is heteronomous, how is it ruled?

4. Which African country lies immediately south of the Strait of Gibraltar?

5. Which classic Italian dish is traditionally made with arborio rice?

6. Which fruit has seeds on the outside of its skin?

7. What was the official name between 1921 and 1937 of what is now the Republic of Ireland?

8. Singer Aloe Blacc co-wrote and performed which hit song which reached No 1 in more than 20 countries in 2013?

9. Which non-transparent watercolour medium can be used to imitate the technique of oil painting?

10. Which river enters the North Sea at Hamburg?

NONAGRAM

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 chamber.

I	C	E
E	P	S
R	I	M

HOW many words of four letters or more can you make from this Nonagram? Each word must use the central letter, and each letter may be used only once. At least one word using all nine letters can be found.

Guidelines:
23 Good; 27 Very Good; 32 Excellent.

Any word found in the Concise Oxford Dictionary (Tenth Edition) is eligible with the following exceptions: proper nouns; plural nouns, pronouns and possessives; third person singular verbs; hyphenated words; contractions and abbreviations; vulgar slang words; variant spellings of the same word (where another variant is also eligible).

H
A X S
R X R X L
E X P X E X I
N Y E Y P Y N Y C

HERE are two miniature five-square crosswords using the same grid – but the letters have been mixed up. You have to work out which letters belong to which crossword.

WG	LI	SO	BE	ER
IA		UH		AR
SG	RI	TO	WA	RN
EM		DU		OC
OD	ID	TO	UC	RH

FIVE ALIVE

CRYPTIC CROSSWORD

1		2		3		4		5		6	
7											
				8							
9											
						10				11	12
13											
				14				15			
								16			
17	18		19		20						
								21			
22											
								23			
24											

ACROSS

DOWN

3. What waiter might do in prison? (5,4)

7. Dowdy woman takes first fresh steak (5)

8. See a light flickering in town in Hampshire (9)

9. Having got up from the corner, is entertaining (5)

10. Releasing tortured foreigner without gold (7)

13. Slim extra (5)

14. Being sorry when I called out (5)

16. Chosen way not in regular procedure (5)

17. Red mare startled one in a world of fantasy (7)

21. Reign over African country (5)

22. Gruel liar prepared for one underground? (9)

23. Calls for some jewellery (5)

24. Twenty-four hours devoted to one side of Sheffield? (9)

1. A warning of course mentioned previously (9)

2. Principal part of the matter (9)

3. No mean English poet? (7)

4. One who elects to be at cross-purposes (5)

5. Where to find the second note (5)

6. Intend to include guide leader Margaret in Wales (5)

10. Ambitious person becoming a pilot (5)

11. Yield freely to conservationists too ready to overlook faults (9)

12. Smashing way to make an entrance! (9)

15. Gary ran round the storehouse (7)

18. Cosmetic making one blush? (5)

19. Identical articles on one man or another (5)

20. Biblical character I left first in choppy sea (5)

QUICK CROSSWORD

1		2		3		4		5		6		7
8					9		10					
12			13					14		15		
								17				
		16										
18		19		20	21		22	23		24		25
26								27				
						28						
29								30				
31								32				

ACROSS

DOWN

1. Swiss-style house (6)

4. University site (6)

8. Sally (6)

10. Keep in custody (6)

11. Burdened (5)

12. Foliage (6)

14. Cry of discovery (6)

16. Catalogue (4)

17. Hoofed animal (4)

19. Ancient Briton (4)

22. Swindle (slang) (4)

26. Long wave (6)

27. Assert, maintain (6)

28. Not any person (2,3)

29. Sailor's song (6)

30. Audacious, brave (6)

31. Laugh nervously (6)

32. Underground room (6)

10. Act (4)

13. Devotional watch (5)

15. Majestic (5)

18. Determined in advance (6)

19. Bending easily (6)

20. Midpoint (6)

21. Ancient city (4)

22. Rub down, smooth (4)

23. Split (6)

24. Lowly (6)

25. Amalgamation (6)

PREVIOUS SOLUTIONS

QUIZ CHALLENGE: 1 Mull; 2 Windfall tax; 3 Reginald; 4 Red Rum; 5 France; 6 Canada; 7 The groove between the upper lip and the nose; 8 Frankie Dettori; 9 Powerlifting; 10 Isabel Perón (of Argentina).

CROSS CODE

1	2	3	4	5	6	7	8	9	10	11	12	13
S	P	U	Y	I	D	R	Q	B	O	K	T	Z
14	N	H	G	E	W	J	X	F	A	V	L	C

EASY SUDOKU

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

HARD SUDOKU

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

MAGIC SQUARE: grab; race; aces; best.

WORD PYRAMID: As rich as Croesus.

EQUALISER: Clockwise from top left – divide; add; subtract; multiply. Total: 6.

CRYPTIC CROSSWORD:

Across – 1 Champagne; 8 Plot; 9 Criticism; 11 Silver; 12 Elinor; 13 Burgundy; 16 Acorn-cup; 20 Relied; 21 Canard; 23 Airstream; 24 Iona; 25 Violently.

Down – 2 Heraldic; 3 Matins; 4 Ascorbic; 5 Ness; 6 Eleven; 7 Sturdy; 10 Ming; 14 Repraisal; 15 Dovetail; 16 Arctic; 17 Owning; 18 Nora; 19 Florin; 22 Divi.

QUICK CROSSWORD:

Across – 1 Merchant; 8 Iguana; 9 Mine; 10 Red; 11 Ink-jet; 12 Sometime; 15 Credit; 16 Thrill; 20 Maniac; 24 Cement; 27 Utilises; 28 Writer; 29 Sue; 30 Okra; 31 Gauche; 32 São Paulo.

Down – 2 Editor; 3 Chewed; 4 Adroit; 5 Tides; 6 Bunker; 7 Unwell; 12 Scum; 13 Mean; 14 Tina; 17 Heel; 18 Ides; 19 Lets; 21 Airway; 22 Intact; 23 Curses; 24 Cicero; 25 Mimosa; 26 Neural.

FIVE ALIVE:

(1) **Across** – Gamma; Naked; Acrid. **Down** – Ganja; Maker; Aided.

(2) **Across** – Posts; Error; Yawns. **Down** – Piety; Straw; Sorts.


NONAGRAM:

cede; cere; cheder; cheer; cheered; cheque; chequer; CHEQUERED; cred; creed; crude; cued; cure; curé; cured; decree; deer; deuce; dree; ecur; educe; erhu; euehre; heed; herd; here; hued; queer; queered; recede; rede; reduce; reed; ruche; rucked; rude; rued.

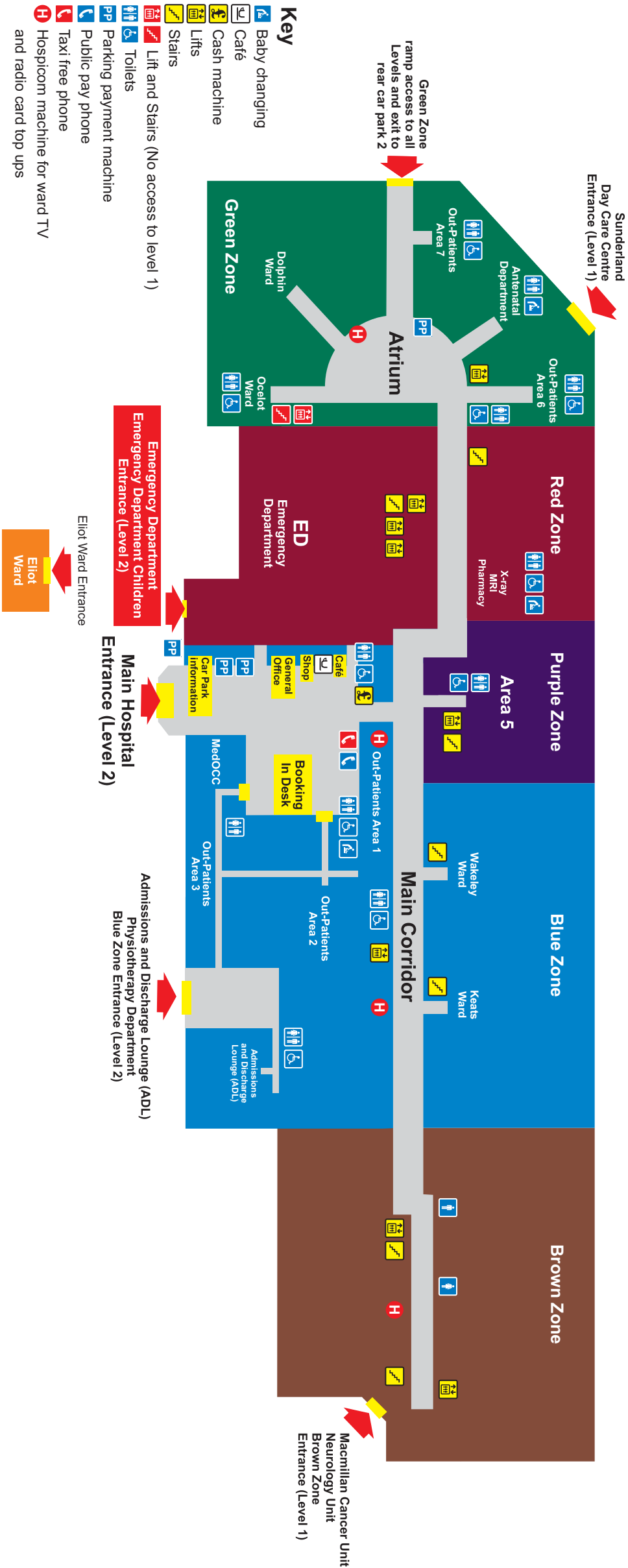
news@Medway listening to you

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To visit our website scan this QR code with the reader on your smartphone. To download a free QR code reader, visit the app store.



Finding your way around



Department Locations:

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

Acute Medical Unit / Lister Ward (AMU)	Red 3
Admission & Discharge Lounge (ADL)	Blue 2
Antenatal Care Unit	Red 3
Antenatal Department	Green 2
Arethusa Ward	Red 4
Audiology (Area 6)	Green 2
Breast Care Unit	Red 2
Blood Tests (Phlebotomy)	See Map
Bronte Ward / Medical HDU	Brown 2
Byron Ward	Blue 2
Café & Shop (Main Entrance)	Blue 2
Cancer Care Team (Richard Watts Unit)	Green 2
Cardiac Catheter Suite pPCI	Brown 1
Cardiology (Area 7)	Green 2
Cardio-Respiratory (ECG) Dept.	Green 3
Cedar Room	Blue 2
Chapel / Prayer Room	Blue 2
Coronary Care Unit	Purple 3
C.T. Department	Red 2
Day Surgery Procedure Suite	Blue 2
Delivery Suite	Green 4
Dermatology	Green 3
Dickens Ward	Blue 1
Dolphin Ward	Green 2

Early Pregnancy Assessment Unit (EPAU)	Green 2
Eliot Ward	See Map
Emergency Department (ED)	Red 2
Emergency Department Children (ED)	Red 2
Emergency Gynaecology Unit (EGU)	Green 2
Endoscopy	Green 1
ENT (Area 6)	Green 2
Eye Unit (Ophthalmology)	Blue 2
Fetal Medicine Centre	Green 2
Fracture Clinic (Area 5)	Purple 2
Gatton Day Unit	Brown 1
Gundulph Ward	Blue 3
Gynaecology (Area 7)	Blue 2
Harvey Ward (Acute Stroke Unit)	Blue 1
Keats Ward	Green 2
Kent Ward	Blue 2
Kingfisher Ward	Green 4
Intensive Care Unit	Green 4
Lawrence Ward	Purple 3
Lister Ward	Brown 1
Macmillan Cancer Care Unit	Red 3
Magpies Centre	Brown 1
Maxillo-Facial Surgery (Area 6)	Green 2
McCulloch Ward	Green 2

MedOCC	Blue 2
Medical HDU / Bronte Ward	Brown 2
Medical Infusion Suite	Brown 1
Milton Ward	Brown 2
MRI Department	Brown 2
Nelson Ward	Red 2
Neurosciences Unit	Blue 1
Nuclear Medicine	Brown 1
Ocelot Ward	Green 2
Oliver Fisher Neonatal Unit	Green 3
Orthodontics (Area 6)	Green 2
Orthopaedics (Area 5)	Green 2
Orthotics (Surgical Appliances / Area 5)	Green 2
Osteoporosis Unit	Purple 2
Out-Patients Areas 1, 2 & 3	Purple 2
Out-Patients Area 5	Blue 2
Out-Patients Area 6	Blue 2
Out-Patients Area 7	Purple 2
P.A.L.S. (Patient Advice & Liaison Service)	Blue 2
Pathology (Via Purple Zone)	Green 2
Patient Affairs (Main Entrance)	Green 2
Pearl Ward	Brown 1
Pembroke Ward	Red 3