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Best of care
Best of people

news@Medway

APRIL/MAY 2018

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Medway goes online



Staff line up for awards

The last few months has seen staff from across the Trust winning and being shortlisted for a range of prestigious awards. From our maternity team, to our surgeons, obstetricians, breast screening department and HR team, the hard work of our staff to deliver high quality, innovative care is being recognised nationally. You can read more about our award-winning staff inside on pages six and seven.

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

Welcome to the latest issue of News@Medway

This is going to be our last issue in the current newspaper format and we will be moving to a new, more contemporary magazine format. I love the new look and I am sure you will too, so please do keep an eye out for it in the summer.

Spring is now upon us but I wanted to take just a moment to reflect on the winter. Over the past couple of months we have received high levels of attendance by people who were very unwell. This, coupled with the snow in February, meant that the hospital was under significant pressure. I would like to thank our community for your support for us during this time. I would also like to thank our incredible staff who showed enormous dedication to delivering the best of care for our patients in difficult circumstances.

In this issue you will hear lots more about the achievements of our staff. I'm so proud to see their commitment to our patients recognised with a string of award wins and nominations. These include the BMJ, Midwifery, Chartered Institute of Personnel and Development and NHS70 Parliamentary Awards (pages 6 and 7). You can also read more about the new Medical School for Kent and Medway (page 3). It will be the county's first ever medical school, bringing together the existing centres of excellence in health and medical education

provided by the two main universities, and local healthcare organisations, to offer a new model of patient-focused medical education. This is fantastic news and can only benefit our Trust as we look to recruit the clinicians of the future. Finally, we are pleased to be welcoming the CQC back to the Trust in April and May (page 3). This is a great opportunity for us to demonstrate some of the significant progress we have made since our last inspection as we continue to in our aim to deliver brilliant care to the people of Medway and Swale.



Lesley Dwyer, Chief Executive

The future of stroke services in Kent and Medway

Health Commissioners across Kent and Medway have put together proposals to improve the way people who have a stroke will be treated in the future. They are proposing to establish three new treatment centres to treat stroke patients, called Hyper Acute Stroke Units (HASUs), across the county.

While six of the seven hospitals in Kent and Medway currently provide some urgent stroke care, the services provided are not consistently meeting national quality standards or delivering best practice care. National evidence shows people having a stroke do best when they are treated in a specialist stroke unit, staffed by specialist doctors, nurses and therapists available 24 hours a day, seven days a week – which is what a HASU provides. Changing to a HASU

model in Kent and Medway would mean that patients would be able to get the best possible care in the vital first few hours and days immediately after a stroke – saving lives and reducing disability. That's something we know that every person at risk of stroke, and everyone who has a relative who may be at risk from stroke, wants to see. Commissioners will be making a decision on the future model this summer.



Imaging shows where strokes have affected the brain

Medway fact file

Establishing hyper acute stroke units in Kent and Medway will allow patients to get the best possible care in the vital first few hours and days immediately after a stroke – saving lives and reducing disability. Three out of the five possible options include keeping stroke services in Medway.



Medway is the largest urban area in the south east outside London and **we care for the highest number of stroke patients in Kent and Medway**



We already have a wide range of supporting services needed to treat stroke patients, **making us ideally placed to become a HASU**

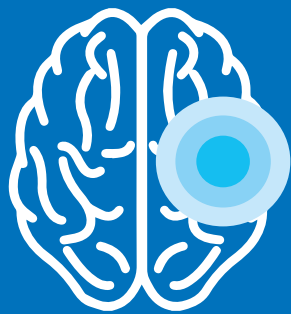


Our population is at higher than average risk of stroke due to a large number of elderly residents, high levels of deprivation, and a higher than average number of smokers



Medway is included in the option with the best travel times – 80% reaching a HASU within 30 mins (**Option D** in the consultation document)

What is stroke?



Stroke is a serious life-threatening condition caused by a blood clot or bleed in a blood vessel in the brain.



Around 3,000 people living near a Kent and Medway hospital have a stroke every year, and over 800 people in the region die from a stroke each year. Strokes are the fourth biggest killer in the UK, and kill twice as many women each year as breast cancer. It causes twice as many deaths in men than prostate and testicular cancer combined.



Around two thirds of people who have a stroke suffer from an ongoing disability – although how well people recover is affected by speed and quality of treatment.



Strokes mostly affect older people, but the average age of those who suffer from strokes has fallen in recent years. In the UK, around 400 children suffer from strokes every year.



The Medway stroke team

More details about the proposals are also available
<https://kentandmedway.nhs.uk/stroke/>

New medical school for Kent and Medway is great news



We are thrilled to hear that funding has been agreed for a new medical school in Kent, the first ever to be located in the county.

The Kent and Medway Medical School, as it will be known, will open its doors to begin training new doctors in 2020. Run jointly by the University of Kent and Canterbury Christ Church University, academic study will take place at their campuses both in Canterbury and in Chatham. Clinical placements will be at NHS Trusts across

the county, including here at Medway Maritime Hospital, as well as in GP surgeries.

The new school, which has been a long-held ambition for the county, will help bring more doctors into the NHS in Kent, and we hope will encourage young people in our local community to consider a career in medicine.



Welcoming the CQC to Medway

We are looking forward to welcoming the Care Quality Commission (CQC) back to Medway in the coming weeks for a routine inspection of our services

The CQC regularly inspect all NHS organisations across the country to ensure that all health services that the NHS provides – whether they are in hospitals, day units, GP surgeries or other settings – are fit for purpose for patients. The CQC's inspection will focus on the care we provide to our patients and how well we manage our financial resources.

We know we have made a great deal of progress since the CQC last visited and the inspection will give us a chance to show this. We also know we need to improve in some areas and we will be demonstrating to the CQC that we have plans in place to do this.

We will update you on our CQC inspection in future issues of *News@Medway*.

Let us know about your experience at Medway

Your feedback is important to us – by letting us know about your experience, we can make sure we focus on making improvements where you think they need to be made.

You can give us your feedback online on the NHS Choices and Patient Opinion websites (just search for Medway Foundation Trust) and by filling in a feedback form from the hospital's main reception. You may also be contacted by text or phone by the Trust after you have received treatment with us to give us your feedback through the Friends and Family Test; these calls and texts are free of charge.

“The staff were amazing. We were unbelievably lucky to be treated so well in such a stressful time by people doing an amazing job”

“My wife suffered a stroke; she went immediately to the Stroke Unit, and then to Harvey Ward, where everyone was wonderful”

“I was seen within minutes and the consultant helped me make the right decision. I think we are blessed to have superstars working to help us.”

“I attended the audiology department for a hearing test for my child. The staff were prompt, very good with children and went over and above.”

“Cannot fault the care received in outpatients and Bronte ward. Fantastic care from the consultant and his clinic nurse”

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.

We're going digital - check in at the touch of a button



In February we were excited to launch our brand new checking in system for patients attending outpatients appointments.

As part of our commitment to using the latest technology and innovation to provide the best of patient care and experience, patients can now check in with iPads mounted in reception.

This has sped up the check-in process and reduced queuing and the time you need to

wait to book for outpatient areas 1-3.

The checking in tablets are located on the left-hand side as you enter the main reception of the hospital and you will just need to enter a few personal details before heading to your outpatient appointment. It's a very easy process but if you have any trouble, our

staff and volunteers are around to give you a helping hand.

Please note that if you have an appointment in Outpatient areas 5-7 you should go directly to that area without checking in at main reception.

Medical Assessment Unit expands to improve patient care

The Trust's Medical Assessment Unit (MAU), known as Lister ward, is expanding to provide better and more flexible care for patients.

Many patients are admitted onto the MAU after they come to our Emergency Department. It is a short-stay ward for patients who need further diagnostic tests or care but who do not necessarily need to be admitted onto a specialist ward.

Where patients come to hospital with conditions which are not straightforward, the unit provides a space where they can receive high quality hospital care while being carefully monitored by clinical staff, who can get a more detailed understanding of their needs. The MAU also provides space for patients with conditions that need to be stabilised before they can go home.

Four new beds – which would host around 60 different patients over the course of a week – opened on the unit over the winter and another eight beds will be opening later this year.

Creating more MAU space has meant that we can move patients who need more tests or stabilisation out of our Emergency Department and into a service that is specifically set up to care for their needs.

A unique chance for you to become a hospital assessor



At Medway Maritime Hospital we know the importance of caring for every patient with compassion and dignity, in a clean and safe environment.

To help us improve and maintain the standards of the care we provide and the environment we provide it in, we are looking for volunteers to sign up as PLACE assessors.

Patient-Led Assessments of the Care Environment (PLACE) is a national system used to measure the quality of hospital environments, which involves members of the community visiting hospital wards to carry out one-day assessments.

As a PLACE assessor, your views and opinions

will feed directly into Trust plans to improve the way we provide services.

Don't be afraid to put yourself forward for this unique opportunity! Any user of our hospital, past or present, can take part, and you only need to commit for one full day – likely to be before the end of June – along with two half days of training.

If you would like to get involved or find out more, please contact Laura Smith, our Head of Facilities, by emailing laura.smith32@nhs.net or calling 01634 833841. Refreshments and parking will be provided on all days. Please note, you must be at least 18 to be a PLACE assessor.

Trust charity update

It has been an amazing few months for our charity. Thank you to our local community for donating more than £5,000 to our fundraising appeals.

We were delighted to be chosen as the charity partner for Medway Sport's Big Splash Swimathon at Strood Leisure Centre. Swimmers raised £657 for the Trust's charity and The Oliver Fisher Special Baby Care Trust in January.

Congratulations to Clare O'Brien, our Chief Cardiac Physiologist, who successfully completed her 80-length swim in just 38 minutes and raised a wonderful £184.50.

It was incredible to see our young fundraisers taking the plunge. They ranged in age from just six years old to 14 and swam distances from 25 metres to two kilometres!



Clare O'Brien , our Chief Cardiac Physiologist



Jacob (14), Ewan (8) and Emilia (10) all swam to raise money

Our festive Stocking Appeal raised an incredible £3,170.95 and this enabled us to fill 750 stockings for Christmas Day. The smiles on our patients' faces were amazing to see. Congratulations to the Patient Experience, Volunteer and Chaplaincy teams for organising such a successful campaign.

Thank you to our corporate supporters Clancy Docwra, Southern Water, BLU-3

UK Ltd, Charles Edward Ltd, TMS Traffic Management Ltd, JU Construction Ltd, Gillingham Football Club and Nando's Dockside for supporting the Appeal.

We are also incredibly grateful to the local businesses, Medway NHS Foundation Trust and Medway Community Health staff, local churches and individuals who donated raffle prizes, presents and cash.



Our fundraising team - Donna Law and Cheryl Jones

Knit-a-Chick campaign

Thank you to everyone who supported our first Easter Knit-a-Chick campaign. The response from our staff and community was eggcellent! An amazing 900 chicks and chocolate eggs were donated. More money is rolling in but we have already raised more than £1,400. Thank you - we couldn't have done it without you.

Charity Golf Day

Our first charity golf day, a four-man Texas Scramble, is taking place on Friday 6 July at Gillingham Golf Club. Teams to arrive at high noon in preparation for a 1pm shotgun tee-off. The price is £120 per team of four (that's just £30 per head) and includes a ham, egg and chips supper.

To find out more about our charity golf day, or to register, contact:

- medwayft.charity@nhs.net
- Donna or Cheryl on 01634 830000 ext. 5398.

Opening up about breast cancer

By Krishna Devi, Community Engagement Officer

We were absolutely thrilled to be invited by women from the Kent Khawateem Association to talk about breast screening. Dr Asma Javed, Breast Screening Lead explained how important it was to have the screening and how it could save lives.

Women were urged to attend breast screening appointments when invited because, put simply, the earlier potential cancer is detected and treated, the better the chance of surviving it.

During our discussion women were encouraged to ask questions and speak openly about their thoughts on and experiences of breast cancer. We were able to address fears that some had about breast cancer and the screening process, and it was humbling to hear the experiences of those who had been diagnosed with breast cancer. A number spoke very positively about the care and treatment they had received from the hospital.



Dr Asma Javed, Breast Screening Lead at the Trust, with the women of the Kent Khawateem Association.

The evening ended with a pot luck meal of more than 50 delicious dishes; the Kent Khawateem Association has some very talented cooks!

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) on 07852 714954 or email krishna.devi@nhs.net

Become a member

Have a say in how your hospital is run

Telephone: 01634 825292
Email: met-tr.members-medway@nhs.net

Membership is FREE

www.medway.nhs.uk/membership

Midwives scoop top prize at London Maternity Awards

By Will Chambers

Two members of Medway NHS Foundation Trust's maternity team were crowned winners of the 'Midwifery Innovation Award' at the inaugural London Maternity and Midwifery Festival Awards in February.

Midwives Lyndsay Walker, 30, and Sonya Hinchey, 46, known as 'Team Maia', were praised by judges for "recognising the need for and the implementation of a dedicated induction of labour team to provide bespoke care and drive forward positive change".

The team provides specialist care to women prior to childbirth. This ranges from booking inductions and scans, sharing crucial patient information and providing a direct line of communication for pregnant women.

After receiving the award, Lyndsay, a Medway employee since 2011, said: "It is a massive shock, but we are so happy to win the award because we put our heart and soul into our work and we love it. We are really proud and it means so much to us to be recognised - it feels incredible."



Lyndsay Walker (right) and Sonya Hinchley (second right) accepting the award at the Maternity and Midwifery Festival.

NHS 70 Parliamentary Awards



We were delighted to welcome Rehman Chishti, MP for Gillingham and Rainham to the Trust

We are very fortunate to have really great support from our local politicians and Rehman visited to meet a number of staff who he had nominated for an NHS70 Parliamentary Award. These awards have been set up to enable MPs to nominate health heroes in their constituency to mark the 70th anniversary of the NHS.

The nominated colleagues are:

- Excellence in Urgent and Emergency Care – Fractured Neck of Femur Pathway – **Ashike Choudhury**
- Excellence in Urgent and Emergency Care – Nursing Recruitment – **Cliff Evans**
- Excellence in Mental Health Care – Perinatal Mental Health – **Helen**

Watson

- Excellence in Primary Care – Frailty Pathway – **Sanjay Suman**
- Excellence in Cancer Care – Improving Breast Screening – **Rupika Mehta**
- Care and Compassion Award – Surgical Bereavement Service – **Caris Grimes**
- Lifetime Achievement Award – Diana Hamilton-Fairley

Leading health journal says: Medway Chief Executive one of best in country



Lesley has been recognised as one of the top NHS chief executives Photograph courtesy of the Medway Messenger

Our Chief Executive, Lesley Dwyer, has been named by the Health Service Journal as one of the top 50 NHS chief executives in the country. Every year the magazine, which is widely regarded as being the most authoritative publication in the UK on the NHS and health related issues, compiles a list of the top 50 NHS chief executives.

A panel of industry experts looks at all NHS chief executives in the country, weighing them against three criteria: the personal example set by the chief executive; the performance of the organisation they lead, given the circumstances it is in and; the contribution the chief executive has made to the wider health and social care system.

Lesley was appointed as chief executive in May 2015. She has had more than 30 years' experience in the health sector, and has held senior executive roles in government and health services within the Australian Health System.

Stephen Clark, the Chairman of the Trust, commented: "I am absolutely delighted by this news."

"Under Lesley's leadership our Trust has gone from strength to strength. Thanks to her inspirational leadership we have improved patient safety and experience, exited special measures and continue to improve as we aim to deliver brilliant care to our local community."

Three Medway projects make BMJ awards final



Our breast screening team is one of the best in South East England

Three projects developed at Medway to improve patient care have been shortlisted as finalists for the prestigious British Medical Journal Awards, the most of any NHS organisation in the UK.



Our obstetrics team developed new ways of supporting the mental health of mums-to-be

The BMJ Awards showcase innovative, doctor-led research that promotes excellence in healthcare and which improves the health outcomes of patients.

The three projects that made the shortlist were 'Improving Breast Screening' in the Cancer Care Team category; 'Accelerated Fractured Hip' in the Emergency Team category and 'Perinatal Mental Health Care' in the Mental Health Team category.

The 'Improving Breast Screening' entry demonstrated how our breast screening team

changed how they worked to become one of the most high performing units in the south east of England. The 'Accelerated Fractured Hip' entry showed how a new way of treating patients with possible hip fractures could improve the outcomes of their care. The 'Perinatal Mental Health Care' entry looked at how Trust staffed developed additional mental health support for women during and immediately after pregnancy.

All three projects are continuing to improve care for our patients at Medway.

Medway HR Team wins accolade

The Trust's Human Resources and Organisational Development Team have been crowned 'HR Team of the Year' at the Kent Chartered Institute of Personnel Development's (CIPD) annual awards.

The award is aimed at teams that demonstrate genuine strategic status within their organisation. Following the appointment of a new leadership team last year, the Trust's HR & OD team have made great strides in addressing workforce challenges at the Trust.

Amongst their successes over the last year, the team have reduced spending on agency staff by more than £8m; have recruited more permanent staff to the Trust; and improved nursing recruitment so that more nurses are joining the Trust each month than leaving.

James Devine, Deputy Chief Executive and Executive Director of HR&OD at Medway NHS Foundation Trust commented: "I am thrilled that the CIPD have recognised us as this year's HR Team of the year.

"I am very proud of what the team has

achieved over the last 12 months. Their resilience, integrity and commitment have resulted in significant and tangible improvements in the quality, safety and speed of what we do.

"I'm also grateful for the support we've had from teams across the hospital, and our partner organisations.

"We know that we have more to do, but this award confirms we are on the right road to address the workforce challenges."

If you are interested in working for the Trust and joining Team Medway, you can find out more at

www.medway.nhs.uk/work-for-us/

Medway Calling! Hospital Radio Medway goes online

Hospital Radio Medway, which has been broadcasting music to those staying at the hospital for nearly 50 years, is now broadcasting its range of contemporary and classic hits digitally – 24 hours a day, 7 days a week.

The switch now means that patients and visitors can tune into the station with their personal devices – smart phones, tablets and laptops – through the hospital's free patient WiFi.

The station is manned by a team of enthusiastic volunteers who ensure that no matter what time you want to listen, the station will be broadcasting fresh content from golden oldies to current chart toppers – including the flagship requests show every day between 8pm and 10pm and live sessions on Saturdays.

Eunice Norman, Chairman of Hospital Radio

Medway, said: "It's great to be able to broadcast to more patients than ever before, and our new equipment means that now everyone can listen in when they're in hospital. Being able to brighten up the day of patients and visitors to the hospital is very rewarding, so if you like what you hear and would be interested in getting involved in the station, please get in touch."

You can contact Hospital Radio Medway on 01634 406 865 or membership@hospitalradiomedway.co.uk.



Trust staff worked with radio volunteers for the online switchover

Get connected to Hospital Radio Medway

Listening to the station couldn't be easier when you're in hospital.

- Connect your smartphone, tablet or laptop to the Trust's free patient Wi-Fi, 'MFT-Public-Wi-fi',

- go to www.medway.nhs.uk,
- search 'hospital radio'
- click the Hospital Radio Medway link.
- Click the play button under 'stream online' and you're tuned in!

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
- or online

Research at Medway — thank you for taking part

In the last year, more than 4,000 people took part in research at Medway. That is a huge number and the team wants to say a big 'thank you' to everyone who has been involved. Your participation has shown us that our local community not only care about their own health, but also about improving the lives of others.

Currently at Medway we have research programmes running across more than 20 different specialities. This includes cancer, paediatrics (children's medicine), fetal medicine, surgery, stroke, diabetes and cardiology – and we are working with our doctors and nurses across the organisation to open up research in even more fields.

For the first time in several years we are running research studies that involve the emergency department, and we are hopeful that we can assist the team in discovering new methods to aid our community.

Our research looks at everything from experimental new treatments to improving the quality of life of patients to finding and



diagnosing conditions earlier. Our new research strategy was developed at the end of last year,

with input from Trust staff, local academics and the National Institute for Health Research. This will ensure that we continue to put research at the heart of what we do and help us to provide innovative care.

None of our research could take place without the enthusiasm and support of our patients and our community.

If you wish to know more about the research we conduct here or take part in a trial, please contact Tom Hatton

01634 830000 ext. 6736
tom.hatton@nhs.net

Helping you to get home sooner

Getting patients home when they are ready to leave our care isn't always straightforward, but in recent months Medway has made significant improvements in getting patients home to become one of the best in England.

When patients are well enough to leave us, we want to make sure they get home quickly. They will recover better and be happier at home in hospital. But we can't send a patient home until any additional support that they need – from a community nurse, for example, or changes that need to be made to their home – has been arranged.

This is a big issue across the NHS – not only is a patient unable to get back to the comfort of their home, they are stuck in a bed that other patients may need.

In April 2016, we launched the Home First team to support patients getting home. The Home First team makes sure that, when patients are well enough to go home, that they will have a full occupational therapy assessment

in their home within two hours.

Building on Home First, we have also moved more rehabilitation beds into community facilities to help focus on getting people out of hospital, back on their feet and home.

Most recently we have stepped up joint working with our colleagues in other health services with a daily meeting, where we talk through the specific needs of every patient who is waiting to go home.

We know we still have more to do but all of this work has had a fantastic impact and we now have one of the lowest rates of clinical well patients being stuck in hospital in the country. That means more of our patients are being treated in the right place; great news for everyone!



We work hard to get you home quickly when you are well enough

Women, medicine and the vote

By Alister McClure, Head of Equality and Inclusion

This year marks 100 years since women first got the vote in the UK, when the Representation of the People Act 1918 passed into law.

Although it was another 10 years before women and men had the same voting rights, it was a big step in the right direction for equality between men and women and for women to have their rightful say in how Britain was run.

To mark the centenary of this important event, the UK is paying tribute to the Women's Suffrage movements this year. This includes a statue of Millicent Garret Fawcett, one of the leading campaigners in England for the vote for women, in Parliament Square – the first woman ever to have a statue there.

What you might not know is that there is a family link between Millicent's campaigning and women's entry into the medical profession. Millicent's older sister was Elizabeth Garrett Anderson, who in 1865 became the first woman in Britain to train as a doctor. She introduced Millicent to one of her friends, women's rights campaigner Emily Davies. Although their campaigning styles were different, Millicent and Emily both became leading advocates for votes-for-women.

Across the NHS, many Trusts and other organisations have highly capable and dynamic women in leadership positions. At Medway, many of senior positions are held by women; our Chief Executive, Medical Director, Director of Nursing, Finance Director and Communications Director are all women. We are proud to continue the legacy of Millicent Fawcett and Elizabeth Garrett Anderson, supporting women to rise through our organisation and provide clinical and managerial leadership throughout the Trust.

More information on the women's suffrage movements and the campaigns for gender equality today can be found on the website of the Fawcett Society:

🌐 <https://www.fawcettsociety.org.uk/>



Millicent Garret Fawcett fought for votes for women

Supporting our staff to have a voice

The Trust is continuing to ensure that traditionally marginalised groups have a voice in our organisation and are given the chance to have their views heard.

To support this, in May we will be relaunching our staff equality network so that all staff who are interested in promoting and championing equality and diversity can come together and raise the issues that they want to see addressed. The network will develop its own forums, e.g. for women and people from minority groups such as Black and Minority Ethnic (BME), Lesbian, Gay, Bisexual and Transgender (LGBT) and Disabled staff.

If you are a member of staff who is interested in finding out more about the network,

📞 ext. 5309

✉ alister.mcclure@nhs.net

New research project to help NHS staff beat the pressure

The Trust's research department, in partnership with the University of Sussex and supported by the Economic and Social Research Council, is running a research study on reducing the stress of NHS staff.

The study involves trialling two online wellbeing tools, available only to NHS staff who sign up with an NHS email address, to see how effective the different tools are at helping relieve workplace stress. Staff who sign up will be randomly assigned into one of two different groups - one group will trial a smartphone based app, while the other will trial a computer-based app. The initial period of the trial will be one month, but staff can continue to use the tool for a further three months after this if they wish.

After using the tool for the initial month, staff are asked to provide feedback on their experience. The data will show the

researchers the impacts of the different tools in reducing workplace stress. So if you are an NHS employee and want some additional support in coping with the pressures of the workplace, support some useful research - and have a chance to win a £50 Amazon voucher into the bargain - register online at <http://bit.ly/mindshineMFT>.

If you have any questions, please contact Laura Adams in the research department

📞 ext. 5802

✉ lauraadams3@nhs.net

Please respect our neighbours

We are committed to providing a healthy environment for our patients, staff and the community.



We are a
smoke-free
site

We are very proud to have smoke-free status; this means that all patients, visitors and staff are not 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.

We would ask you to kindly respect our local residents by avoiding smoking directly outside their homes, particularly by the Windmill Road entrance; we would recommend those who do wish to smoke to use the area outside the Marlborough Road entrance which is further from residential properties; thank you for your co-operation.

MEMBERS' CORNER

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

'Meet the Lead Governor – Stella Dick



I have a long relationship with Medway Maritime Hospital as a volunteer, patient and governor. In 2011 and 2012 I was diagnosed with cancer, and I ended up in intensive care. With the cancer and my longstanding condition of Chronic Obstructive Pulmonary Disease I didn't think I was going to survive. But the hospital staff saved me and I really wanted to give something back.

“My objective has always been to push the hospital to look outside of itself. We need to engage with our community and to develop grassroots support from those who are or will use the hospital.”

Stella Dick, Lead Governor

I had already been a volunteer with PALS for five years and I knew the workings of the hospital. At the time the hospital had all sorts of problems, but my experience of care was very different from what people said Medway was like.

I wrote to protest to Sir Bruce Keogh over his report, explaining the good care I had received. Wanting to do more, I searched the hospital website for opportunities and that was when I found out about becoming a Trust member and, in 2014, made the decision to stand for governor.

When the hospital was removed from special measures due to the hard work of leadership and staff I was over the moon; it was a long time coming.

My objective has always been to push the hospital to look outside of itself. We need to engage with our community and to develop grassroots support from those who are or will use the hospital. We need to communicate, listen and learn from the community about what people want from their NHS.

Governors are an ear for the public. Governors are ordinary people representing their community. We are short of Governors and we need more people to volunteer. We particularly need more staff governors with clinical knowledge. You will be representing your community. You will be representing their voice.

Representing and listening to our community

One of the most important roles of Trust Governors is to hear and represent the views of the Trust membership and the local community. Over the last year our Governors met with our local community at coffee mornings held across Medway and Swale on the Isle of Sheppey, in Chatham and in Hoo. They have listened to what you told them about our services, where they were working well and where they could be improved.

They were also delighted to attend events hosted by other organisations in our community, including the Oasis Academy, Medway Disability and the Kent Malayalee Association. They were able to hear the care experiences of a diverse range of local people and were pleased to have the opportunity to speak about their governor role.

There are further coffee mornings planned later this year in Strood and Rainham and the Governors are looking forward to meeting with more community groups over the coming months.



If you are a community organisation and would like to meet with our governors or staff please contact Krishna Devi,

Community Engagement Officer on:
 ☎ 07852 714954
 ✉ krishna.devi@nhs.net

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.

📅 **13 June – 10am – Strood (Venue To Be Confirmed)**
 📅 **15 September – 10am – Medway Maritime Hospital**
 📅 **4 December – 10am – Rainham (Venue To Be Confirmed)**

Members' Meetings



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

📅 **15 May – Innovation**
 📅 **11 July – NHS 70**
 📅 **15 November – Focus on Nursing**
 ⌚ **Times: 6 – 7pm**

📍 **Venue: Common Room, Post-Graduate Centre, Maritime Hospital, Gillingham**

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

✉ **members@medway.nhs.uk**
 ☎ **01634 825292**

Trust Board meetings



The Board meetings are held in public every two months.

📅 **3 May**
 📅 **5 July**
 📅 **6 September**
 📅 **1 November**

⌚ **12.30pm-3pm**
 📍 **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**

Trust Annual General Meeting

📅 **25 September. Venue and times To Be Confirmed**

Your chance to become a governor at Medway NHS Foundation Trust

Medway NHS Foundation Trust will be holding elections this summer to fill some of our governor vacancies.

Governors are a fundamental part of how NHS Foundation Trusts work, where their role is to look at how our Chairman and other non-executive directors hold the Trust's executive team to account.

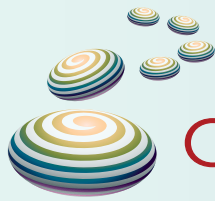
You will represent the interests of the members of the Trust, as well as the public, in ensuring the Trust is well-governed and well-led.

As part of the role of a governor, you will:

- Represents the interests of the Trust's local constituencies
- Represent your community and help the voice of staff, patients and the public to be heard by the Trust
- Hold the Non-Executive Directors to account for the performance of the Board.
- Be made aware of the Trust's achievements, challenges and future plans of the Trust

For more information, please call Hannah Puttock
 ☎ **01634 825292**
 ✉ **hannah.puttock@nhs.net.**

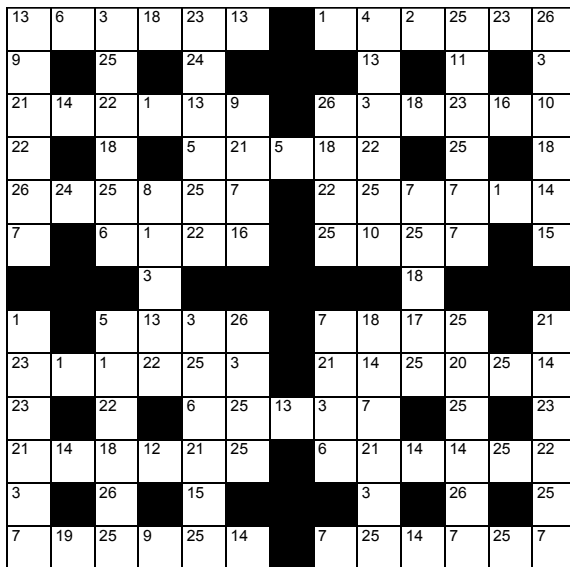




puzzle drome Your monthly puzzle challenge

No. 3607

CROSS CODE



ABCDEFGHIJKLMNOPQRSTUVWXYZ

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

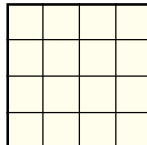
EACH number in our Cross Code grid represents a different letter of the alphabet. You have three letters in the control grid to start you off. Enter them in the appropriate squares in the main grid, then use your knowledge of words to work out which letters should go in the missing squares.

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

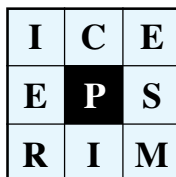
USING all 16 letters of the phrase above, form four words each of four letters which will fit in the grid to form a magic square in which the words can be read both horizontally and vertically.



Quiz Challenge

- In which US TV detective series does Peter Falk play the title role?
- The fibres of which plant are used to make canvas, rope and sailcloth?
- If a country is heteronomous, how is it ruled?
- Which African country lies immediately south of the Strait of Gibraltar?
- Which classic Italian dish is traditionally made with arborio rice?
- Which fruit has seeds on the outside of its skin?
- What was the official name between 1921 and 1937 of what is now the Republic of Ireland?
- Singer Aloe Blacc co-wrote and performed which hit song which reached No 1 in more than 20 countries in 2013?
- Which non-transparent watercolour medium can be used to imitate the technique of oil painting?
- Which river enters the North Sea at Hamburg?

NONAGRAM

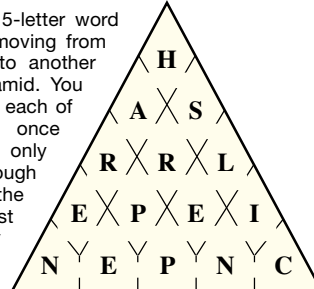


HOW many words of four letters or more can you make from this Nonagram? Each word must use the central letter, and each letter may be used only once. At least one word using all nine letters can be found.

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).

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.

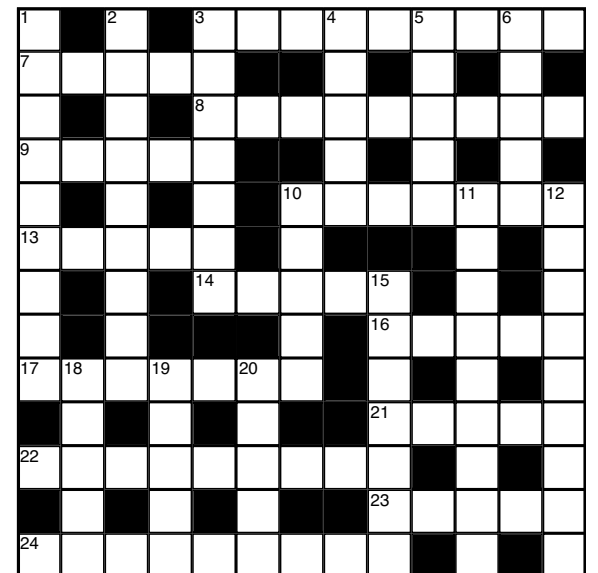


FIVE ALIVE

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

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.

CRYPTIC CROSSWORD



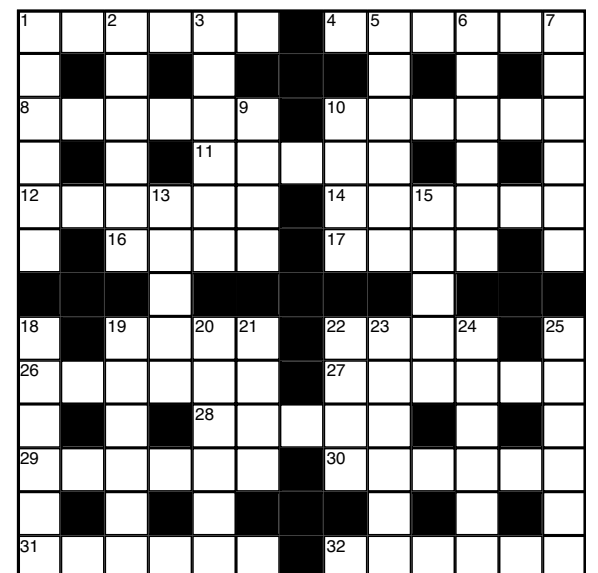
ACROSS

- What waiter might do in prison? (5,4)
- Dowdy woman takes first fresh steak (5)
- See a light flickering in town in Hampshire (9)
- Having got up from the corner, is entertaining (5)
- Releasing tortured foreigner without gold (7)
- Slim extra (5)
- Being sorry when I called out (5)
- Chosen way not in regular procedure (5)
- Red mare startled one in a world of fantasy (7)
- Reign over African country (5)
- Gruel liar prepared for one underground? (9)
- Calls for some jewellery (5)
- Twenty-four hours devoted to one side of Sheffield? (9)

DOWN

- A warning of course mentioned previously (9)
- Principal part of the matter (9)
- No mean English poet? (7)
- One who elects to be at cross-purposes (5)
- Where to find the second note (5)
- Intend to include guide leader Margaret in Wales (5)
- Ambitious person becoming a pilot (5)
- Yield freely to conservationists too ready to overlook faults (9)
- Smashing way to make an entrance! (9)
- Gary ran round the storehouse (7)
- Cosmetic making one blush? (5)
- Identical articles on one man or another (5)
- Biblical character I left first in choppy sea (5)

QUICK CROSSWORD



ACROSS

- Swiss-style house (6)
- University site (6)
- Sally (6)
- Keep in custody (6)
- Burdened (5)
- Foliage (6)
- Cry of discovery (6)
- Catalogue (4)
- Hoofed animal (4)
- Ancient Briton (4)
- Swindle (slang) (4)
- Long wave (6)
- Assert, maintain (6)
- Not any person (2,3)
- Sailor's song (6)
- Audacious, brave (6)
- Laugh nervously (6)
- Underground room (6)
- Fortress (6)
- Antenna (6)
- Expatriates (6)
- Wide street (6)
- Supplication (6)
- Light shoe (6)
- Compass point (4)
- Act (4)
- Devotional watch (5)
- Majestic (5)
- Determined in advance (6)
- Bending easily (6)
- Midpoint (6)
- Ancient city (4)
- Rub down, smooth (4)
- Split (6)
- Lowly (6)
- Amalgamation (6)

SUDOKU

EACH row and each column must contain the numbers 1 to 9, and so must each 3 x 3 box. **Easy** **Hard**

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

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

EQUALISER

8	10
5	2
2	2
3	2
1	1
2	1

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. 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.

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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	15	16	17	18	19	20	21	22	23	24	25	26
N	H	G	E	W	J	X	F	A	V	L	C	M

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:

As rich as Croesus.

WORD PYRAMID:

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 Reprisal; 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:

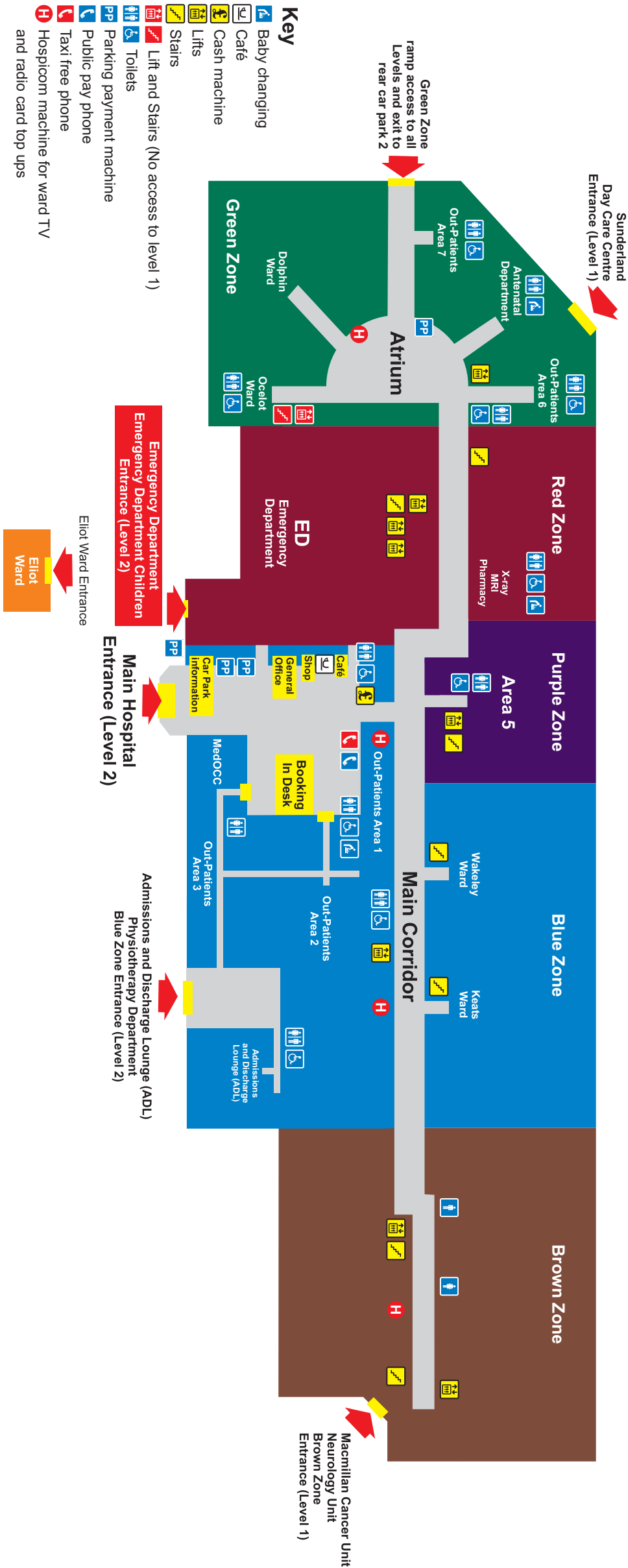
- Across** – Gamma; Naked; Acrid. **Down** – Ganja; Maker; Aided.
- Across** – Posts; Error; Yawns. **Down** – Piety; Straw; Sorts.

NONAGRAM:

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



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