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JUNE/JULY 2017

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Her Royal Highness The Countess of Wessex visited the Trust to formally open our new bereavement suite. More details on page 2.



Clean hands save lives

The Trust has recently launched a 'Hands Aware, Safe to Care' campaign to promote better hand hygiene amongst staff, patients and visitors at the Trust.

Hari Rai

By raising the profile of hand hygiene and its importance in protecting everyone's health, the Trust hopes to reduce infection rates in the hospital, in community clinics and more widely across Medway and Swale.

Kath Lawson-Hughes, Head of Infection Control at Medway NHS Trust, explains: "Clean hands are really important in stopping infections spreading and we want to encourage everyone to regularly wash their hands."

"There are a lot more bugs than you might think that get transferred to surfaces on public transport, to our car steering wheels, to door handles and to other surfaces at home, at work and in public."

These can be very easily transmitted between people and are a particular risk to people who are already sick, as well as children and the elderly."

The illnesses that these bugs cause can be greatly reduced by following simple infection control precautions, such as good hand hygiene.

This is important in all walks of life but especially in a hospital where patients are vulnerable and susceptible to illness and infection.

Kath adds: "The safety of our patients is of the upmost importance to us and that is why we are asking our patients, visitors and staff to be 'hands aware'. We want all members of the community to feel confident that we are doing everything possible to reduce the risk of infection."

"We also support all of our visitors to challenge staff and ask them if they have washed their hands before providing care."

To support this renewed focus, the Trust has put up additional posters and signs across the Trust, as well as communicating directly to staff across the organisation on the importance of good hand hygiene in their work. Further measures and activities are planned for later in the year.

Hand gel is available throughout the hospital, including in the main entrance and inside every ward/department. If you notice that the hand gel is empty, please inform a member of staff.



Stay safe – keep your hands clean

Clean your hands, with both soap and water or with hand gel, every time you:

- ✓ Have visibly dirty hands – use soap and water
- ✓ Plan to eat and before and after preparing food
- ✓ Use the toilet
- ✓ Blow your nose or when coughing into your hands
- ✓ Touch pets or other animals
- ✓ Visit a sick friend or relative

Make sure that when you clean your hands, you do it thoroughly.

As well as your palms and fingers, make sure that you also wash the backs of your hands and in-between your fingers and wrists.

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

Continuing our improvements and celebrating our volunteers

Welcome to the latest June and July issue of *News@Medway*, our newspaper for the staff, patients and community of Medway Maritime Hospital.

After our very positive Care Quality Commission inspection result earlier this year, we promised that we wouldn't sit back and take the foot off the accelerator of improving our services even more for the users of our services. This issue we're able to show some of the things that we are doing as part of our ongoing improvement plan and our drive to improve our care from better, to best and on to brilliant.

Sometimes it's about getting the basics right, and you'll see on the front page how we are working to make sure we all follow the number one rule of clinical safety – wash your hands! Sometimes it's more complicated and making changes to the way we work as a hospital can create improvements for our patients, such as our surgical ward reconfiguration covered on page 3.

It's also about ensuring that we are seeing our patients as whole people, not just occupants of a bed. You can read about how we are breaking down barriers between our staff and our patients with initiatives such as the 'Hello, My Name Is...' campaign on page 4.

But our organisation is much more than our staff and our services; we couldn't provide the care that we do without the efforts of our volunteers, our charitable donors or the carers who provide a 'second NHS' through their support of their loved ones at home. We celebrate these unsung heroes in a special double-page spread on pages 6–7, as well below with our account of the fantastic new bereavement suite in our maternity unit that was possible thanks to the fundraising efforts of David and Jo Ward and opened recently by HRH the Countess of Wessex.

I hope you enjoy the issue – and let us know if there is anything different you want to see in the paper in the future (see page 9)!



“ This issue we're able to show some of the things that we are doing as part of our ongoing improvement plan and our drive to improve our care from better, to best and on to brilliant. ”

Lesley Dwyer, Chief Executive

Hospital welcomes royal visit to gold-standard bereavement suite

Hari Rai

The Trust was delighted to welcome Her Royal Highness the Countess of Wessex to visit our gold-standard bereavement suite, Abigail's Place in the spring. The Countess is particularly involved with charities relating to children and families.

This major project has been funded by stillbirth charity Abigail's Footsteps and kind donations local businesses. The scheme has also benefitted from significant donations from charity supporters from across Kent, as well as the support from the Trust.

Lesley Dwyer, Chief Executive at Medway NHS Foundation Trust said: "Abigail's Place has been recognised as the gold-standard of bereavement care by the Care Quality Commission and we are so proud to offer this much needed service to parents and their family members.

"Since opening in November, Abigail's Place has given families the opportunity to grieve together and say goodbye in a quiet and comforting environment, with the knowledge that they have a dedicated Bereavement Midwife to speak with at all times. The facility took months of hard work and commitment to come to fruition, especially from David and Jo Ward of Abigail's Place who raised the funds for it. We deeply appreciate their contribution to the Trust. We are also delighted to welcome The Countess of Wessex to mark this poignant achievement and recognise the importance of providing bereavement care to people who have tragically lost their baby."

Abigail's Place was recently cited in our latest Care Quality Commission (CQC) report. The CQC described the suite as "the gold standard in the provision of care for parents and families who



The Countess and the team from the Birth Place at the hospital

experience a stillbirth". The CQC also said that the suite provided private and compassionate support which was deemed as 'outstanding practice'.

David Ward, co-founder of Abigail's Footsteps said: "We are delighted and honoured that HRH the Countess of Wessex is visiting Abigail's Place. This is our first purpose built bereavement suite where parents can spend precious time with their stillborn baby away from the cries of newborns. It is now the template for maternity units across the country and we are already working with other trusts to help them to achieve the same high standards."

Abigail's Footsteps continues to campaign and fundraise nationally to help other NHS hospitals secure maternity bereavement suites. The charity is also leading the campaign to secure compulsory bereavement training for all midwives to raise the standard of care across the UK.

Left: The Countess meeting Trust staff with Trust Chief Executive Lesley Dwyer, Chairman Stephen Clark and Director of Nursing Karen Rule



HRH unveils a commemorative plaque for the suite



All change for our surgical wards

Surgical ward shake-up will deliver better experience for patients.

As part of the Trust's continued efforts to take our care from better to best and on to brilliant, the surgical directorate has made some major changes to how the surgical wards are organised at Medway Maritime Hospital. Recent pressures inspired our doctors, nurses and management staff to put their heads together to work out how they could improve patient care in surgery.

Ben Stevens, Director of Clinical Operations for the Co-ordinated Surgical Directorate, explains: "Over the winter our services were under a lot of pressure. We were seeing more and more people coming through our Emergency Department, including a substantial number who needed surgical treatment. We recognised that we needed to manage patients more effectively, changing how we ran our surgical wards to help us provide both an efficient and high performing A&E and a high quality service for our patients who were coming in for planned operations."

The team put together an ambitious programme, changing the way that the different surgical wards work individually and together to get the most out of the available resources. The changes have included increasing the number of patients that can be cared for in the Surgical Assessment Unit, creating a new 'short stay' acute surgery ward and ringfencing elective orthopaedic surgery beds to ensure that patients with this planned surgery will continue to be treated even during busy periods.

Simone Hay, Deputy Director of Nursing for the directorate, said: "These changes will deliver two big changes to our patients. The first is extra capacity in the system will mean that we can move people who need urgent surgical care through our A&E more quickly, get treated more quickly and get home more quickly."

"The second is making sure that more of our patients with planned surgeries are seen



Staff from our surgical wards team will provide more efficient care

when we have arranged to see them, with fewer rebookings and delays. These are big improvements that will make a major change to our patients' experiences."

The changes have meant that some of our surgical wards are in different places to where they had previously been. Patients and the families will be given details of where they need to go from Trust staff as part of their admission process and in letters from the hospital, but are advised to ask their nurse or hospital doctor if they have any queries.

“These are big improvements that will make a major change to our patients' experiences.”

Simone Hay, Deputy Director of Nursing, Co-ordinated Surgical Directorate

Getting funky to reduce falls

Tom Boorman

A new programme has been launched at Medway to reduce falls and improve the well-being for patients who use walking frames.

The Trust recently launched our 'Funky Zimmers' scheme to encourage elderly patients from across Medway and Swale to decorate their frames, making them more personalised and more recognisable.

The aim of the new programme is to create a culture where elderly patients take more ownership over their frames, encouraging them to use them more rather than leaving them by the bedside when walking.

Currently in the UK, falls are the main cause of disability and the leading cause of death from injury among people aged over 75. During 2016, a nursing home in Essex first carried out the programme with residents and saw a dramatic 60 per cent reduction in falls thanks to this simple method.

Kerry O'Neill, Falls Prevention Nurse Specialist at Medway NHS Foundation Trust explains: "We have been working very hard across the Trust to

reduce the numbers of patient falls in hospital by implementing simple strategies like this one. Often elderly patients may forget to use their frames, or simply decide they do not need them when getting out of bed which unfortunately often leads to them falling.

"Using frames for many elderly patients is part of their daily lives; this programme creates an atmosphere of ownership where individuals will want to use their frames as they're more personal to them".

The effects of even the most minor fall can be very serious for an older person's physical and mental health.

Following a fall, many older people have fear of falling again, which can then reduce their quality of life and well-being.

As well as providing additional support and stability when moving, a walking frame also helps to build the confidence of the person using it and keeps them more active.

If you or someone you know being treated at the hospital would like to participate in the Funky Zimmers project, please ask one of the ward nursing staff for more details.



From left: Trust staff Chris Martin, John McLaughlin, Laura Warne and Kerry O'Neil show off the funky frames

Food, Funk and Football

On Thursday 31 August, staff from the paediatric department will be hosting their annual family fun day at The Star Meadow Sports Club, Gillingham.

Kicking-off from 10.30am, throughout the day big-hearted residents across Medway will be coming together to raise money for the children's wards at Medway Maritime Hospital.

From magicians to dance acts, an ice-cream van to a bouncy castle, Medway NHS Foundation Trust invites you to come and enjoy the great events to entertain the whole family.

Anne McKinnon, Play Specialist on Dolphin ward at Medway Maritime Hospital says: "We provide a wide range of services for children in Medway and Swale from birth to 18 years of age. Being in hospital is never nice for a child and we want to raise money so we can buy new toys for our very brave patients so they can keep busy whilst being with us."

"I am thrilled that so many companies and individuals want to get involved and on top of the amazing activities already on offer, we have a lot more to confirm!"

If you would like to come along, join us from 10.30am to 5.30pm at The Star Meadow Sports Club, Darland Avenue, Gillingham, ME7 2AA. There is a 50p charge for adult admissions and all children go free!

Fancy getting involved or giving up your free time to help? Contact Anne on 01634 825091

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We care because you do

Do you look after someone with Dementia or memory problems?

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

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

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

Proudly in partnership with...

carerstrust
national helpline 0800 404 7474

Leading the fight against dementia
Alzheimer's Society

Dementia Friends
An Alzheimer's Society initiative

Alzheimer's & Dementia
SUPPORT SERVICES

Butterfly Scheme
Dementia Support

Carers FIRST
in Kent & Medway
FIRST Choice for Carers

MCH+

Let us know about your experience at Medway

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

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

“My husband collapsed whilst visiting OP and with minutes had the crash team around him and the greatest care was taken of him, he was transferred to A&E where again he got the best care imaginable and he was treated with efficiency but also consideration for both him and me. I cannot praise the hospital enough.

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

“These guys were all here when I needed them in A&E. From the paramedics first on scene to the Health Care Assistant who helped me to the toilet. I cannot thank them enough for their expertise after I was in a car crash, just wonderful. Such a short wait (felt like no wait at all really). Amazing, your staff are a real credit to your organisation.

‘Hello, My Name Is...’

Michael Addley

While visiting the hospital, you have probably noticed the bright yellow identity badges being worn by staff. These highly visible badges are worn so that our patients can easily see the name of the member of staff they are speaking to. However the badges, and the campaign behind them, represent far more than just information and politeness – it is about breaking down barriers between staff and patients.

The ‘Hello, my name is...’ campaign was created by Dr Kate Granger MBE, a registrar in elderly medicine who developed terminal cancer at the age of 29. Dr Granger started the campaign in August 2013 after she became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis.

Kate asked frontline NHS staff to make a pledge to introduce themselves in future to their patients. She used social media to help kick start the campaign and created the hashtag #hellomynameis.

Speaking of the campaign Kate said: “It’s the first thing you are taught in medical school, that when you approach a patient you say your name, your role and what you are going to do.

“This missing link made me feel like I did not really matter, that these people weren’t bothered who I was. I ended up at times feeling like I was just a diseased body in a hospital bed.”

Kate spent her final years promoting the campaign, significantly improving patient care and raising money for charity.

At Medway, we urge every member of staff to always say their name, their role and what they are going to do when first approaching a patient.



Dr Kate Granger developed the campaign following her experiences as a cancer patient

Lesley Dwyer, Chief Executive of Medway NHS Foundation Trust commented: “As a Trust, the greatest tribute we can pay to Kate is to always remember the principles she held.

“Our patients come to us vulnerable and in need of help and a simple piece of communication can go a very long way in comforting and reassuring them.

“Introductions are about making a connection between one human being who is suffering

and vulnerable, and another human being who wishes to help. They begin therapeutic relationships and can instantly build trust in difficult circumstances. That is why I urge all our staff to begin any conversation with ‘Hello, my name is.’”

To find out more about the ‘Hello, my name is...’ campaign, please visit: hellomynameis.org.uk

The heat is on – stay safe!

With summer upon us, Medway NHS Foundation Trust is encouraging patients, staff and visitors to be safe in the sun and know what to do if we experience a heatwave.

Nearly all of us welcome hot weather, but being too hot and exposed to the sun can have health risks. This summer, the Met Office is predicting one of the hottest summers yet, so make sure you know what to do if we experience a heatwave.

Why is a heatwave a problem?

The main risks posed by a heatwave are:

- dehydration (not having enough water)
- overheating, which can make symptoms worse for people who already have problems with their heart or breathing
- heat exhaustion and heatstroke

A heatwave can affect anyone, particularly those who are vulnerable. As well as looking after ourselves and our families’ health, it’s important we take reasonability of elderly relatives and neighbours who may need extra help during a hot spell.

Cliff Evans, Consultant Nurse in the Emergency Department, Medway Maritime Hospital says “With the sudden onset of a heatwave, many people can be at risk of getting dehydrated, overheating and gaining collapsing.

“Problems that occur during a heatwave can be particularly dangerous for young children and the elderly community. We advise everyone, particularly young children, to have regular fluids, wear loose clothing and stay out of direct sunlight whenever possible.

“As well as looking out for young children,

elderly patients on certain medication that can cause side-effects dizziness can be increasingly affected by a heatwave. We advise patients on blood pressure medication or similar treatments to get up slowly, stand still for a minute or two before mobilising as dehydration can increase the likelihood of falling”.

If you’re worried about yourself or a vulnerable neighbour, friend or relative during the heatwave, you can contact the local environmental health office at your local authority. Environmental health workers can visit a home to inspect it for hazards to health, including excess heat.

It’s important to look after yourself, especially during the summer. If you start to feel unwell, don’t wait until it gets more serious. Seek advice from your pharmacist or visit your local walk-in centre.



Tips from Cliff for coping in hot weather

- ✓ Shut windows and pull down the shades when it is hotter outside. You can open the windows for ventilation when it is cooler.
- ✓ **Avoid the heat:** stay out of the sun and don’t go out between 11am and 3pm (the hottest part of the day) if you’re vulnerable to the effects of heat.
- ✓ Drink cold drinks regularly, such as water and diluted fruit juice. Avoid excess alcohol, caffeine (tea, coffee and cola) or drinks high in sugar.
- ✓ Keep rooms cool by using shades or reflective material outside the windows. If this isn’t possible, use light-coloured curtains and keep them closed (metallic blinds and dark curtains can make the room hotter).
- ✓ Wear loose, cool clothing, and a hat and sunglasses if you go outdoors.
- ✓ A fan circulating air can be beneficial.

One simple trick to living longer – breast screening

Ben McArdle

We all want to live long, healthy lives. A good diet, regular exercise and not smoking are big parts of that, although they're often a challenge to many of us. But if there was one simple thing that you could do to help protect your health, which only took a few minutes of your time and could help protect you from developing a serious health condition then you'd do it, wouldn't you?

Breast screening is one such intervention that can help save lives. In the UK, one in eight women will end up having breast cancer. The stage when the breast cancer can be diagnosed is a single most important factor in survival rates. Here at Medway our breast screening service is helping to save lives. Women between 47 and 73 years are invited every three years for breast screening. Breast screening unit at Medway screens 100,000 women every three years. The unit has been substantially turned around over the last 12 months to become a truly high-performing unit.

Dr Rupika Mehta, the Director of the unit, explains: "We aim to find breast cancers early when they have the best chance of being cured. Screening can help to find cancers early when they are too small to see or feel. Nine out of 10 women who are diagnosed with breast cancer at an early stage survive."

"One of my first priorities after becoming breast screening director was to speed up the screening process, that means making sure that we see women earlier, get their results turned around more quickly and arranging follow up as soon as we can."

"At present, nearly 100 percent of women attending breast screening get their results in two weeks' time, of those who require further assessment 98 percent are seen within three weeks. This is a big service improvement and



The breast screening team at Medway Maritime Hospital

is helping to reduce anxiety and improving the client journey. I am lucky to have a hardworking, highly motivated and dedicated team."

After years of challenged performance, the unit has been meeting and exceeding national standards, comparing strongly to other screening teams across the south of England. Women using the service can be confident of receiving high quality and responsive care.

There is, however, one target we still need to meet – getting women through the door for their screening. We need to increase the uptake of this screening programme.

"Making sure that women take the first step

in protecting themselves is still a challenge" says Dr Mehta. "Too many women are receiving these letters but are not taking action and not coming in to see us. I understand that it may be daunting or worrying to come in for a screening, and that they may just not want to acknowledge that they are at risk – but taking that first step is one of the most important thing they can do for their health."

"If anyone reading this article gets a letter inviting them for a scan, I urge them – please get in touch. You will be well looked after for by a team who are entirely focused on your wellbeing. It could save your life."

Find out more about our future plans



As we begin to engage more widely, we will be keen to hear your views on how the NHS, social care and public health can meet the changing needs of our community.

During the summer there will be various opportunities to hear more about the Sustainability and Transformation Partnership (STP) – the process in which organisations across Kent and Medway are working together to transform care for patients.

The STP sets out early thoughts on how services need to change over the next five years, focusing on:

- ✓ prevention of ill-health
- ✓ local care – better access to care and support in people's own communities
- ✓ mental health
- ✓ hospital care.

You can read more about how the STP is developing on a specially created website:

kentandmedway.nhs.uk

Meanwhile, if you would like to receive updates from us, please sign up to become a member of Medway NHS Foundation Trust to receive our regular newsletters. Just call 01634 825292, email members@medway.nhs.uk, or join online at:

medway.nhs.uk/membership/

Hospital at the heart of the local community

We never forget that Medway is your hospital – the hospital is in the heart of the community, and most people will come into contact with our services at some point.

It is therefore essential that we listen to your feedback – your positive experiences as well as when things haven't gone as well as we would want.

In addition to the more traditional ways of letting us have your views such as patient surveys and PALS, we are developing a network of people who are keen to be more engaged in the hospital as we work to improve services for the future.

Krishna Devi (pictured) recently joined the Trust as Community Engagement Officer, and has been busy getting to know many different community and voluntary organisations with a view to involving them in discussions where appropriate.

Krishna said: "I have met hundreds of people already from many groups ranging from the Youth Parliament to Kent Active Retirement Association and the Medway Ethnic Minority Forum."

"People have been really enthusiastic about giving their thoughts and sharing their experiences of care with us. This sort of feedback, the lived experiences that people have



Krishna Devi is the Trust's engagement officer

had and the impressions that they have of the care that we provide, is really important to hear."

"One of the things that I have heard from a number of the people that I have talked to is that they are feeling more confident about the care that we provide, and they feel that the Trust

is becoming more professional in how they look after patients."

"On the other hand, I've also heard from people that they have found that navigating the NHS and the different organisations and departments can be quite difficult and confusing."

"This is an important issue and by hearing people's experiences we can look at how we can improve things for them."

"One of the most encouraging things I have found so far though is that people are really keen to hear more about what's happening at the Trust, and give us their views to help shape what happens in the future."

If you would like to get more involved, please contact Krishna Devi, our Community Engagement Officer on:

☎ 07852 714954

✉ krishna.devi@nhs.net

And don't forget, you can become a member of the Trust and receive regular updates, as well as invitations to our member events throughout the year. To find out more, call 01634 825292, email members@medway.nhs.uk, or join online at medway.nhs.uk/membership/

Meet us at the Kent County Show!

Teams from the Trust will be attending the Kent County Show from 7 to 9 July this year. We will be there to talk to our patients and community from Medway, Swale and across Kent about the Trust, what we do, and how you can get more involved with your local hospital. Our simulation centre team will be there with our simulation dummies, showing young people (and older ones!) how doctors can practise their skills to make sure that they are ready to give the very best care that they can when a patient comes into our hospital.

We will also have our recruitment team on the stand to provide information to any nursing staff visiting the show who would like to work at Medway, and our representatives from our governors and engagement team will be available to talk about how our community can make their views heard by the Trust.

The Kent County Show is a showcase event for farming, countryside and rural life in Kent. The three day event brings together the very best of Kent with animals and food, fun and excitement and above all a sense of what 'The Garden of England' has to offer.

The show takes place at the Kent County Agricultural Society grounds, near Junction 7 of the M20 and Junction 5 of the M2. More details are available on: kentshowground.co.uk

Making a difference every c

You make the difference!

Medway NHS Foundation Trust has more than 4,500 staff who work every day to provide high quality, compassionate care to the people of Medway and Swale.

That sounds like a lot, but in fact that figure only tells part of the story. From helping out on wards, to raising funds for hospital equipment, to supporting disabled patients, to guiding people around the hospital to running our hospital radio station – our volunteers are involved in every facet of the experience that our patients have.

Zoe Goodman, manager of the Voluntary services department at the Trust which co-ordinates much of the work of approximately 300 volunteers at Medway Maritime Hospital, said:

“The contribution that volunteers give to us, and to our patients, is outstanding. Their drive

and enthusiasm is second to none. My volunteers alone contribute a massive 4,000 hours per month in various locations throughout the hospital.

“What has continued to impress me is that while our volunteers are of all ages and come from all walks of life, the one thing that really stands out is the selflessness. Our volunteers turn up regularly, often for a number of days a week, because they want to do something for their community. It’s quite humbling.”

To show its appreciation, the Trust hosted a special cream tea on 9 June, thanking volunteers for their dedication.

Lesley Dwyer, Chief Executive of Medway Maritime Foundation Trust, said: “The Trust

would not be able to deliver the care that it does without the support of the many hundreds of volunteers and carers who support our patients and our staff every day. Not for pay, not for praise, these people are giving their time and effort to help everyone who walks through our doors. They are an essential part of our services and all of us – Trust staff and everyone in our local communities in Medway and Swale – owe them a big thank you for their hard work every day.”

Volunteering offers a chance to give something back to the community, as well as developing new skills and meeting new people. It is estimated that 35 per cent of people in England participated in volunteering over the last month.

If you would like to get involved in volunteering, please visit gov.uk/volunteering, or if you would like to see what opportunities we have available, please call Zoe on 01634 825246

“What has continued to impress me is that while our volunteers are of all ages and come from all walks of life, the one thing that really stands out is the selflessness. Our volunteers turn up regularly, often for a number of days a week, because they want to do something for their community. It’s quite humbling.”

Zoe Goodman,
Voluntary Services Manager



“We have a very wide range of 125 volunteers who come and work supporting the Friends shops. The age of our volunteers ranges across 80 years, from 14 to 94 and they often stay involved for a long time; our longest serving volunteer has been with the Friends for 37 years.”

Scott Belcher,
Operations Manager for
Medway League of Friends

Voluntary organisations at Medway

Alongside the Trust’s volunteer service, we have a range of volunteer and charitable organisations whose members give up their time and energy to support the hospital and its patients.

The most well-known of these is the Medway League of Friends, the fundraising charity whose shop, kiosks and trolley operate around Medway Maritime Hospital. These provide a valuable service to staff and patients as well as funds for facilities and equipment at Medway Maritime hospital and other local NHS services.

Scott Belcher, operations manager for the Friends, said: “Our big focus is on raising money to use to benefit patients. We do this

by providing grants to teams across the Trust – as well as to other NHS organisations across Medway – for additional equipment and bits and pieces that will support providing good patient care.

“Sometimes this can be substantial sums for refurbishments or expensive specialist equipment, but often it’s smaller things like sensory toys for the children’s A&E, recliner chairs in the maternity unit or additional mobile ECG machines. It all adds up though – our funding commitments for 2016/17 are over £400,000!”

“We have a very wide range of 125 volunteers who come and work supporting the Friends shops. The age of our volunteers ranges across

80 years, from fourteen to 94 and they often stay involved for a long time; our longest serving volunteer has been with the Friends for 37 years. We’re a very committed, but very approachable and accepting team; we have deaf and autistic volunteers, ex staff and ex patients. We also regularly take on young volunteers to support them getting their Duke of Edinburgh awards and work experience students from local schools.”

Although the Friends are the most prominent of the volunteer organisations and charities that support the patients and hospital, there are many others.

Hospital Radio Medway has been bringing music to patients and is currently looking at how

they might bring their service on line to reach a wider audience; the Royal Voluntary Service snack bar in the Disablement Services Centre and a very wide range of individual charities – such as Abigail’s Footsteps featured on page 2 of this issue – contribute time, money and equipment to the Trust throughout the year.

Thank you to all of these organisations for their invaluable continued support to our patients and staff.

If you are interested in volunteering for the Medway League of Friends, please contact Scott on mlofad@gmail.com, calling extension 3695 or popping into the main shop in the Trust lobby.

Day – volunteers at Medway

Volunteer profile

Our volunteers come from all sorts of background and walks of life, but there are a couple who are a little different from the others.

Katie and Cookie are the two therapy dogs that regularly visit the hospital to bring cheer to patients across our departments. The pair are very popular with all of our patients, young and old, and have one of the biggest Twitter followings of anyone working at the Trust!

Katie and Cookie are able to visit and spend time cheering up our patients thanks to the hard work of the owners, Trust volunteers Janet and Bob. We caught up with Janet to find out a little about their – as well as Katie and Cookie's – volunteering story.

✓ How did you start volunteering?

We started after Bob retired nearly 10 years ago; we had Katie, who had a lot of training to be a therapy dog, and then we bought Cookie. We'd lost a close family member to cancer about ten years before, and we wanted to do something to bring comfort to people who were in the same situation, patients and families. We know what it's like because we have been through it ourselves and we wanted to help others, to help families.

✓ How do you volunteer?

The main thing we do is bring Katie and Cookie in to see patients, families and staff as well. We visit across the hospital; we spend a lot of time in the children's wards, but we also go to intensive care, the adult

wards, all over. We come in every morning, five days a week, but we are often here for the whole day and we will always come in whenever we're needed. If someone is really unwell and would like the comfort the dogs can bring, we'll be there. We also do a lot of extra work in the children's wards and children's A&E, keeping their minds occupied with the dogs and with colouring books and photos we give out. We also collect old rosettes from dog owners across Kent which we give to children as little prizes and keepsakes and that can really cheer them up.

✓ What is the most important thing about volunteering to you?

Know that you've helped, that you've made a difficult situation a bit less difficult for a patient or a family. We still bump into people when we're out and about in the area who recognise us and will come up and tell us that their child still has photos of the dogs and to thank us for helping them. We don't do it to be thanked, but it is nice to know that we made a difference to people.

As for Katie and Cookie – they love a fuss, so they love coming in and miss it if they aren't able to come in; particularly when patients feed them ice cream!

✓ What would you say to anyone who is thinking about volunteering?

Just do it. It's really worth it. No matter how much you put in, you always get more out.



Carers – the silent heroes

Three in five of us at some point in our lives will become a carer providing support to a loved one. Carers can be of any age, some being as young as five and others in their eighties looking after a parent, child, sibling, partner, friend or neighbour. Carers UK, working with the University of Sheffield, found that 6.8 million people provide care for a disabled, seriously-ill or older loved one in the UK. It is estimated that this level of unpaid care provision saves the tax payer's £132 billion a year – almost the same as paying for a second NHS!

Caring can be tough. It often requires a significant emotional and physical commitment and it is all too common for carers to become socially isolated and their physical and emotional health, work and finances can be hit hard. Because of the emotional connection with the loved one needing care many people may not even identify with the 'label' of being a carer or even accept being carer – and miss out on available support.

At Medway, we are proud to support Carers and the incredible job they do and we are proud to celebrate Carers Week in the hospital.

Support available for carers

Under the Care Act 2014, if you are a Carer and you appear to have the need for support, you are entitled to a Carer's Assessment. This is an opportunity for you to explain to a professional what impact caring has on your life. The assessment may be carried out on the telephone, in a community venue, or in your home. The assessment will look at how caring affects your life, your physical, mental and emotional needs, and whether you are able and/or willing to continue caring.

If you are a Carer, you may worry about who will look after the person you care for if you are taken ill or involved in an accident.

The Medway Carers' Emergency Card provides peace of mind in being able to access emergency assistance around the clock.

The size of a credit card, the Carers' Emergency Card has a unique registration number along with a central helpline number if you are suddenly taken ill. In an emergency anyone can call the helpline number, quote the registration number and the contact centre will be able to easily access the Carers' pre-arranged emergency plan and put this into action.

Carers Assessment – help and advice for local residents

■ Carers living in Medway can find out more about Carer's assessment entitlement by contacting Medway Council:
☎ 01634 334 466
✉ carersassessment@medway.gov.uk

■ If you are not able to get any support through the Carers Assessment, you can find out about other organisations across Medway by contacting Medway Council on 01634 306 000.

Applications for this card can be made by going onto www.kentcarersemergencycard.org.uk

App-solutely great care at Medway



Apps can improve how we deliver care

Making the best use of technology to deliver the best care we can is a priority here at Medway. Many of us are used to using social media on our phones, buying shopping or reading the news and the same technology that delivers these commercial services can also be used to support our staff in caring for our patients. Over the last few months our teams have been working on improving our care through the development of a number of new apps to support their work.



Green Book – 2nd ed.

The Green Book app is a portable aid for our clinical staff and allows fast access to the diagnosis and treatment of a wide range of acute conditions. The innovative new version contains up to date algorithms based upon our acute Trust guidelines across specialties e.g. medicine, surgery and paediatrics.

The aim of the Green Book is to support doctors and nurses at Medway make the right decisions for patients based upon best practice. Every algorithm is championed by a consultant within the speciality.



LABOUR app

Currently in development in our maternity unit is the LABOUR app.

The app is based on the new LABOUR communications tool that has been adopted by the department, which supports more effective communication between the Trust's maternity and neonatal teams by ensuring important information is conveyed as clearly as possible.

The app will mean that these teams can communicate more effectively and help make sure that any specialist care that a mum needs when giving birth is available at the time she needs it.



Forward app

Also under development by a group of our junior doctors, the Forward app is a way for doctors and nurses across the Trust to exchange messages quickly and simply. A potential replacement for the traditional 'bleep' system, where clinicians carry pagers and then use phones to follow up requests for support, the Forward app will let teams stay in touch at the touch of a button but without disrupting patient care.

Who is entitled to 'free' NHS care?

Ben McArdle explores this complex issue

The NHS provides free healthcare for 'lawfully settled UK residents'. When visitors to the UK need health care, often unplanned and through no fault of their own, the Trust's Overseas Visitor Manager Vicki Horton works with them and their families to ensure that those who aren't entitled to free care provide funding for their treatment as per NHS Regulations.

"It isn't always as straight forward as you might think" explains Vicki. "Although there are some people who try to exploit the system, the majority of foreign visitors use our services because they've been taken ill unexpectedly. Currently EEA* Nationals will get their NHS costs paid through the EHIC system – which also lets UK residents who become ill visiting other EEA countries have their costs paid too. Visitors to the UK from elsewhere in the world have to pay their own costs. These can be substantial and visitors are advised to secure medical insurance for their visit."

There is another substantial group of service users who are not automatically eligible for free NHS care – those who receive a UK state pension but who live abroad.

"When people retire abroad to an EEA country, the UK continues to support these individuals when they activate residency in the EEA country and their health care is paid for through a provider in their new home country. Without this residency activated or when the UK State Pensioner moves to a Non-EEA country, charges apply.

"This can be a shock for a lot of people who become ill when they've come back to visit family; even if they're British Nationals and lived in the UK for most of their life, they may not be

- ✓ EEA Nationals can currently get the costs of most emergency and unexpected healthcare treatment covered when visiting the UK through the EHIC system. Make sure they have their card before they travel.
- ✓ Non-EEA visitors will need to arrange to pay for their care. Non-EEA visitors should always ensure that they have comprehensive health insurance for the duration of their stay in the UK.
- ✓ Most retirees will be eligible for an EHIC card to cover NHS treatment once they have registered with local authorities in their new home country. Others, including early retirees, may have to make other arrangements. Check online for more information.

To find out the most up to date information, go to www.nhs.uk and search for 'healthcare abroad'

automatically eligible for free care."

The Trust always takes steps to ensure that it recovers costs of treatment from those who are not entitled to free care. If you have friends or family who are visiting the UK from abroad, make sure that they have arranged for their health care costs to be covered by medical insurance or if they usually live in the EEA, by a valid European Health Insurance Card.

**The EEA consists of EU countries as well as Norway, Iceland and Lichtenstein. Switzerland is also covered by these regulations.*

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

Keep up with Medway online



Our website
medway.nhs.uk



Our Twitter feed
[Medway_NHS_FT](https://twitter.com/Medway_NHS_FT)



Our Facebook page
[Medway NHS Foundation Trust](https://www.facebook.com/MedwayNHSFoundationTrust)

Our Chaplaincy – spiritual health care in the NHS

Since first opening in 1905 as a Naval Hospital, Medway NHS Foundation Trust has always had a chaplaincy.

The chaplaincy and spiritual care team welcomes everyone – patients, visitors and hospital staff. You do not have to think of yourself as 'religious' or attend a place of worship to make use of the service.

Much of the team's work is that of listening and offering compassion to patients and their families as part of providing good care.

The task of a chaplain is to 'be with and to be for' the patient, without judgement. We place a high value upon a person's individual experience and work mostly on a 'one-to-one' basis, in complete confidentiality and trust.

Among the areas where chaplains offer pastoral and spiritual care are:

- bereavement
- religious needs
- pregnancy loss
- end-of-life issues
- facing distressing news
- care of the dying and of their relatives
- the effects of sudden death
- care of palliative patients

Trust Chaplain Linda Cooke said: "Coming into hospital as a patient, relative or carer can sometimes be very daunting.



“We are available to everyone, from individuals just seeking ‘a listening ear’ to being present at times of distress and anxiety”

Linda Cooke,
Trust Chaplain

Trust Chaplain Linda Cooke provides spiritual support to patients and their families

"Here at Medway we support people of all faiths and beliefs, as well as people who do not have a particular religious belief but who would like someone to talk to.

"We are available to everyone, from individuals just seeking 'a listening ear' to being present at times of distress and anxiety.

"We all live such hectic lifestyles and the chaplaincy offers a quiet, supportive space for everyone. We all need support at some point in our lives".

Services

■ Friday prayers

Every lunch the chaplaincy offers an open prayers session allowing everyone to join. Join us from approx. 1pm.

■ Sunday morning service

Each Sunday at 11am there is a Christian ecumenical service in the chapel. All patients, visitors and staff are welcome. Wheelchair transport available on request.

Your News@Medway – what would you like to see?

Have your say on the Trust's newspaper

When we put together each edition of *News@Medway*, we think hard about which stories and information to include that you will find interesting and informative.

Innovation in our departments, profiling our teams and changes from across the Trust, these are the things we hope you would like to know about. But the only way to really understand how we can improve *News@Medway* is to hear from you and get your views on what would make it better.

We would like to hear your thoughts on how we can be the best hospital newspaper around – and any other comments you have about the *News@Medway* publication.

You can email your thoughts to communications.medwayft@nhs.net or call our editor Ben McArdle on 01634 825353.

If you would be interested in becoming part of an editorial steering group, where you will meet a few times a year with members of the *News@Medway* team and other readers to discuss your more detailed views of how *News@Medway* can improve, please get in touch with the team as above.



Let us know your views

- 1 Do you like the newspaper format? Or would you prefer a magazine?
- 2 Do you like short news stories or do you prefer longer pieces?
- 3 Are there any services in the hospital that we haven't covered recently but you think we should?
- 4 Should there be more pictures and less text? Or the other way round?
- 5 Would you like to hear about news from our partners in health and social care in the local area?

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

Become a member today Contact us on 01634 825292 or email members@medwaynhsuk



Get online at Medway

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

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

Medical research at Medway: more than clinical innovation

Research in the NHS, and at Medway Maritime Hospital, covers a wide range of clinical areas and aspects of care.

Across our services and disciplines, our doctors and nurses are working with our patients to develop and trial new clinical procedures, treatments and medicines.

These 'traditional' types of research are only part of the story though. One of the important ways that NHS research is supporting improving services is by looking at how they are delivered as well as what is being delivered.

One of the current projects taking place here at Medway is part of a nation-wide study being funded by the Department of Health looking at how vascular services are organised in the NHS and whether they are being delivered in the best way for patients.

Vascular services treat a range of conditions from varicose veins to diabetes-related issues to aortic aneurysms, where the tubes supplying blood to the heart can dangerously swell.

As part of our research we are asking people who don't currently have a vascular condition – but, like all of us, could potentially develop one – how they think they would want their treatment organised, the sort of priorities that these treatments should have (for example: if they had to choose, should treatment prioritise minimising clinical risk or minimising pain), and how far they would be prepared to travel for treatment.

Get involved in research at Medway



Dr Edyta McCallum, Head of Research and Development at Medway Maritime Hospital, explains: "When we're providing health care, the most important thing is to make sure that we're focusing on our patients' needs.

"It's very easy for clinicians to come up with a model of care or a way of treating a condition that is convenient for them or that make sense on paper but that aren't right for the individual needs of patients.

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. You can also find out more about the Trust's research at the Members' event on 13 July.

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. Please contact Tom.Hatton@nhs.net or call 01634 830000 ext 6736 to find out more.

"By looking at these sort of important issues, the NHS can make sure that the way it organises its services reflect the views of the people who will need them as closely as possible."

Meet the Governor – Glyn Allen



"Before my retirement in December 2013, I worked for a leading global technology company, supplying the automotive and commercial vehicle markets, now headquartered in Gillingham. During my whole working career with this business, I held a number of engineering and management positions.

"I have always lived in the Medway Towns, apart from some overseas expatriate assignments, in Spain, Romania and India. I have also served in a voluntary capacity as a charity trustee both locally and nationally.

“My desire is to be effective in promoting the Trust within the local community, that patients may have confidence in Medway Maritime Hospital.”

Glyn Allen,
Public Governor

"Having been an inpatient in Medway Maritime Hospital in 2014, I experienced first-hand the care and dedication of the staff team despite the difficulties the Trust was experiencing then.

"I was keen to become a governor as this would give me the opportunity to serve the Trust and local community by contributing to bring about the needed changes, improvements and stability. I felt my past career experience would equip and help me to do this.

"I was elected as a Public Governor in October 2015 and consider it a privilege to be part of a team of governors who can support the Trust's development to provide world class quality treatment and care to all patients.

"My desire is to be effective in promoting the Trust within the local community, that patients may have confidence in Medway Maritime Hospital.

"I serve on a number of Governor Working Groups and chair Finance and Performance."

Governor Elections – get involved in who sits on our Council of Governors

Over June and July we are holding elections for our Council of Governors – one of the most important bodies in the Trust.

The Council of Governors is made up of members of the community, members of staff and representatives from our local stakeholder organisations. They play a central role in holding the Trust Board to account and ensuring that Medway Foundation Trust is run effectively and in the interests of the people that it serves.

All of our Governors are elected by individual constituencies to represent their interests. Some of these are geographic, so there are separate governors for Medway, for Swale and for the rest of the UK.

Staff Governors represent specific staff groups, and our stakeholder Governors

represent our local universities and other important local organisations.

This summer we are having elections for Governors for our Medway constituency, as well as for a number of staff Governors. If you are a Medway resident – and, very importantly, one of our Foundation Trust members – you are eligible to both stand as a Governor and to vote in the Governor elections.

So if you are interested in taking a leading role in making sure that the Trust is run effectively and in the best interests of your community, we'd love you to get involved. If you don't want to run yourself but want to make sure that the candidates you support are given the opportunity to sit on the Council, keep an eye out for your election ballot over the next few weeks.

Election factfile

Key dates

All nominations should be received by the Returning Officer, Jasper Loxton, at the address as detailed above, by 5pm on Wednesday 14 June 2017.

Ballot papers will be distributed to qualifying members on Tuesday 4 July 2017.

Completed ballot papers must be received by the Independent Scrutineer by 5pm on Monday 24 July 2017.

Find out more

- 🌐 www.ersvotes.com/medway17
- ☎ 0208 889 9203
- ✉ ftnominationenquiries@electoralreform.co.uk
- 📄 Text 2FT MED and your name and address to 88802
- 📄 Electoral Reform Services Limited
The Election Centre, 33 Clarendon Road, London N8 0NW

Members' Corner

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

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

Through our members and the governors, we are in a better position to listen and respond to the views of local people, patients and our staff. As a foundation trust, we remain firmly part of the NHS, but have greater freedom from central government control. We believe that foundation trust status will help the hospital thrive in the future – becoming a stronger part of the community and being accountable to local people.

How to become a member

Residents and patients in areas served by Medway NHS Foundation Trust, as well as staff, can register as members of the organisation. Membership allows local

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

If you become a member, you can:

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

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

- 🌐 www.medway.nhs.uk
- ✉ members@medway.nhs.uk
- ☎ 01634 825292

What is the Council of Governors?

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

Governors' roles and responsibilities

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

Dates for your diary

Annual General Meeting (AGM)

📅 Tuesday 26 September, 2017

Trust Board meetings

The Board meetings are held in public every month.

📅 6 July 2017

🕒 1.30–4.00pm

📍 Maidstone Suite, Bridgewood Manor Hotel, Walderslade Woods, Chatham, ME5 9AX

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

Members' events at Medway

If you have any suggestions for future events, please email members@medway.nhs.uk

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

In April we held an event for our members where we will be discussing the findings from the 2016 CQC inspection and the next phase of our improvement journey. At the event the Trust shared the key findings from the report, which were set out in context; the key outputs from the Quality Summit held on 17 March; and the action plan developed in response to the report and how this will be monitored going forward. In May we

also held a very poignant event whereby we discussed the work the Trust is doing to ensure that we can meet the needs of older people in our community. During the event we screened, 'Barbara's Story' a video that focuses on a patient with increasing vulnerability and frailty as she is cared for in the NHS. After which we debated the key topics from the video.

With more than a quarter of patients in UK hospitals suffering from dementia, and the number growing, this is an incredibly important issue across the NHS.



Upcoming events diary

Member events

- Tuesday 13 July, 2017
Research and MediLead
- Tuesday 10 October, 2017
Smoke-free 1 year anniversary
- Wednesday 8 November, 2017

Membership Recruitment Stand in main reception

- Monday 19 July, 2017
10.30am–12.30pm
- Wednesday 6 September, 2017
2.00pm–4.00pm
- Wednesday 22 November, 2017
10.00am–12.00pm



puzzle drome

Your monthly puzzle challenge

No. 3605

CROSS CODE

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

ABCDEFGHIJKLMNOPQRSTUVWXYZ

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

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

END HUGE DRUG CACHE

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 city is the Topkapi Palace Museum?

2. What is the technical name for the pivot on which a lever moves?

3. What is an astrophobic terrified of?

4. Which ancient unit of measurement was based on the distance between the elbow and the tip of the longest finger?

5. Who was the most famous great-great-great-great-grandmother of the Duke of Cambridge?

6. Of which sport was the game battledore a forerunner?

7. On which African river are the Victoria Falls?

8. Which opera is set in Catfish Row, Charleston, in the 1920s?

9. Who is the famous aunt of actress and singer Emma Roberts?

10. Which regiment, originally raised in 1777, is now the only legal private army in Britain?

NONAGRAM

L	O	W
I	N	K
G	Y	N

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:
21 Good; 25 Very Good; 29 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.

H						
B	X	I				
E	X	T	X	B		
L	X	T	X	E	X	E
O	W	H	L	T		

FIVE ALIVE

SB	AO	CL	IK	SD
LC		OI		NA
UR	IN	VC	LE	RE
UE		OE		AE
BS	HO	RA	RE	DK

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

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

QUICK 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	25			
26			27	28	29	
30						31
32				33		
34				35		

ACROSS

DOWN

SUDOKU

Easy

Hard

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

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

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

EQUALISER

5	9	
3	7	8
7	7	
14	7	1
6	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.

All puzzles on this page are supplied by Sirius Media Services. To try more of our puzzles interactively online go to www.puzzledrome.com

PZ1P3605 © Sirius Media Services Ltd

PREVIOUS SOLUTIONS

QUIZ CHALLENGE:

CROSS CODE

EASY SUDOKU

HARD SUDOKU

MAGIC SQUARE:

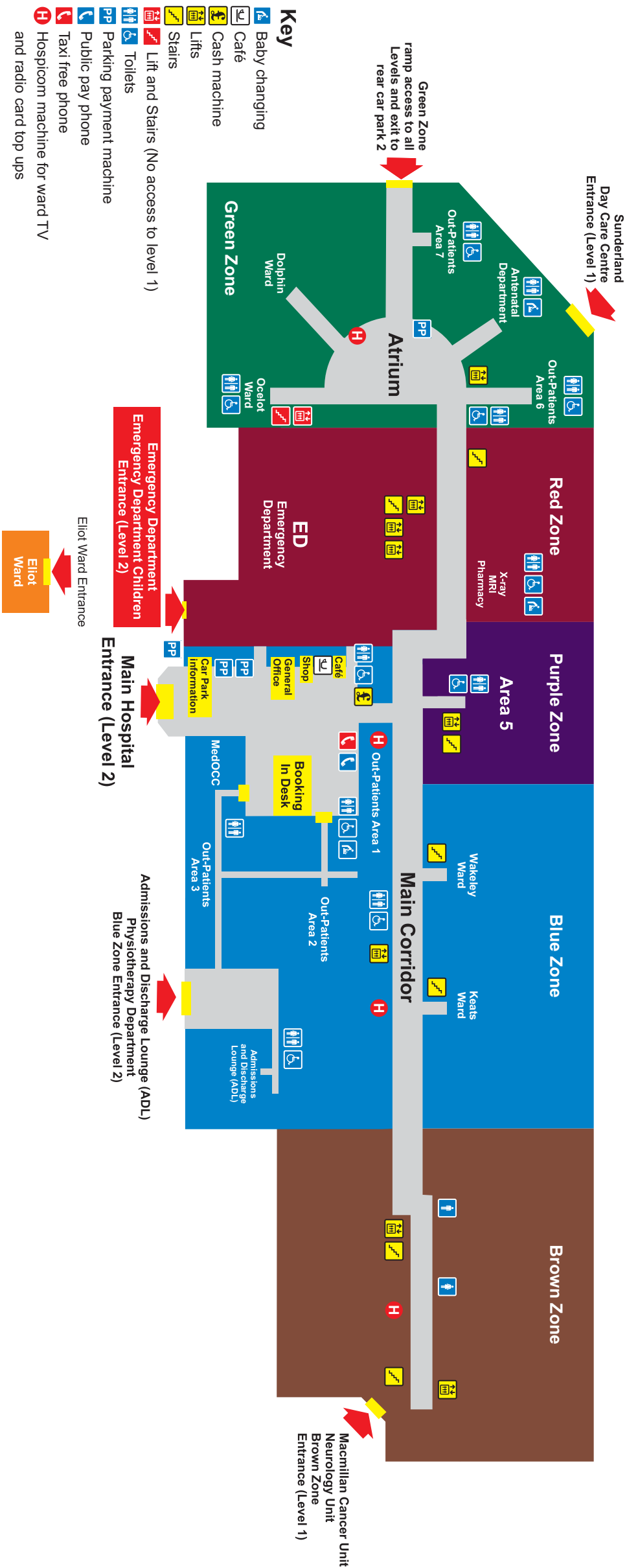
WORD PYRAMID:

EQUALISER:

QUICK CROSSWORD:

FIVE ALIVE:

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)	Green 2	Gaolton Day Unit	Brown 1	Orthopaedics (Area 5)	Green 2	Sunderland Day Care Unit	Green 1
Cancer Care Team (Richard Watts Unit)	Brown 1	Gundulph Ward	Blue 3	Osteoporosis Unit	Purple 2	Surgical Assessment Unit (SAU)	Green 4
Cardiac Catheter Suite pPCI	Green 2	Gynaecology (Area 7)	Blue 1	Orthotics (Surgical Appliances / Area 5)	Purple 2	Surgical Discharge Lounge (SDL)	Green 3
Cardiology (Area 7)	Green 2	Harvey Ward (Acute Stroke Unit)	Green 2	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	Kent Ward	Green 4	Out-Patients Area 5	Purple 2	The Birth Place	Green 4
Chapel / Prayer Room	Blue 2	Kingfisher Ward	Green 4	Out-Patients Area 6	Green 2	Trafalgar Ward / Surgical HDU	Green 3
Coronary Care Unit	Purple 3	Intensive Care Unit	Purple 3	Out-Patients Area 7	Green 2	Ultrasound	Red 2
C.T. Department	Red 2	Lawrence Ward	Brown 1	P.A.L.S. (Patient Advice & Liaison Service)	Blue 2	Victory Ward	Green 3
Day Surgery Procedure Suite	Blue 2	Lister Ward	Red 3	Pathology (Via Purple Zone)	Red 4	Wakeley Ward	Blue 2
Delivery Suite	Green 4	Macmillan Cancer Care Unit	Brown 1	Patient Affairs (Main Entrance)	Blue 2	Will Adams Ward	Blue 3
Dermatology	Green 3	Magpies Centre	Green 2	Pearl Ward	Green 4	Way Out (via main entrance)	Blue 2
Dickens Ward	Blue 1	Maxillo-Facial Surgery (Area 6)	Green 2	Pembroke Ward	Red 5	X-ray (North & South Wing)	Red 2
Dolphin Ward	Green 2	McCulloch Ward	Green 3	Penguin Assessment Unit	Green 2		