

Our new
look magazine

NHS

Medway

NHS Foundation Trust

news @ Medway

Celebrating
70 years
of the NHS

Summer 2018



Best of care
Best of people

Inside:

- **Robotic surgery** - improving patient outcomes
- **Team Maia** - our award-winning maternity team
- **End PJ Paralysis** - helping patients get up and active

In this edition

3 Trust News

4 Team Maia

6 #EndPJPparalysis

8 **Spotlight on**...Critical Care Rehabilitation Team

9 **Patient Research Ambassadors**

10 Top Tweets

11 **NHS 70 special section**

15 Charity news

16 Robotic surgery

18 **Reducing Surgery Stress**

20 Members' Corner

22 **Photography Competition**

23 Puzzles Page

INTRODUCTION BY
CHIEF EXECUTIVE
Lesley Dwyer



Medway's plans to improve your care

Welcome to the latest issue of News@Medway, the very first in our new contemporary magazine format. I hope you like the new style and find it an interesting and informative read!

It has been an important couple of months at Medway as we welcomed the CQC back for their first inspection of the Trust since we exited special measures in 2017.

When the CQC visit a Trust they want to see it is safe and providing high quality care. They want to know that patients are protected from harm, that they are treated with compassion and dignity and that they receive the right care in the right place at the right time. This is something that is at the heart of everything we do, 365 days a year.

We know we still have more to do before we can say that we provide brilliant care. We also know that we need to focus on being more

efficient and living within our financial means, but I am confident the CQC saw evidence of the huge amount of progress we have made.

We are expecting their final report to be published in the summer and we will make sure you are fully updated in the next issue of News@Medway.

The report is important and we will continue to focus on improvements. We must look to the future. We have great plans, through our Better, Best, Brilliant improvement programme, to provide better quality care to our patients and to transform services to get back to financial balance. There is lots more work to do but a very exciting time ahead!

News@Medway

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: How to get in touch

Medway NHS Foundation Trust

Medway_NHS_FT

MedwayNHS



**Best of care
Best of people**

Emergency Department to open this summer

Construction of the first phase of our new Emergency Department is nearing completion and will be opening later this summer.

The new building will house a new resuscitation unit, 'majors' bays, and a rapid assessment area. The extension is next to the existing

department, so patients arriving by foot will come through the same entrance. You can read more about it in future editions.

News in brief



Top award for hospital Friends

Congratulations to Medway League of Friends, who won the top overall award at the recent Pride in Medway Awards run by the Medway Messenger. Raising money for everything from life-saving equipment to more comfortable furniture for visitors to our maternity unit, they make a real difference to thousands of people every year. We can't think of a more deserving award winner.

Big turnout for stroke consultation

Thank you to everyone who took part in the consultation on the future of urgent stroke services. Residents in the ME postcode area provided the highest response rate to the consultation across Kent, showing how strongly our community feels about establishing a hyper acute stroke unit at Medway. We expect to hear about next steps.

Commendation for Emergency Team

Well done to our Emergency Department team who won a commendation at the recent British Medical Journal Awards for their work in improving care for patients with hip fractures. Their innovative work means that these patients are seen more quickly and provided with better care, with one of the lowest mortality rates for hip fractures in the country.



Therapy dog Katie retires

One of our best loved regular visitors, Katie the therapy dog, has retired. Katie has been coming to the Trust for more than 10 years but, as she nears 15 years old, arthritis is making it hard for her to visit us. Janet and Bob, Katie's owners, continue to bring their

other therapy dog Cookie to the Trust regularly – and we're all hoping that Katie might still pop down for the occasional visit. Thank you Katie for bringing so many smiles to our patients, staff and visitors over the last 10 years. We will all miss you.

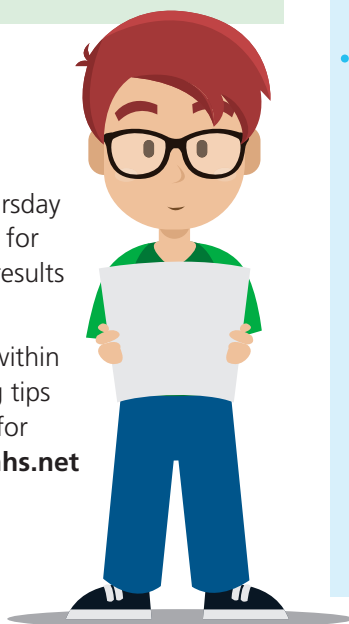
Attention all GCSE and A-Level students!

We are holding an apprenticeship drop-in session on Thursday 30 August 2018. The event has been designed especially for GCSE and A Level students who will have received their results the week before, although all are welcome.

The session will provide information on apprenticeships within the Trust and how to apply for them, as well as providing tips on CV writing and more. To confirm your attendance or for more information please email medway.cpdfunding@nhs.net

Venue: Common Room, Post Graduate Centre,
Medway Maritime Hospital

Time: 11:30am to 2pm Date: 30 August 2018





● Team Maia won the Midwifery London Maternity and Midwifery
Pictured left: Midwife Sonya and

Team Maia

- the best of care for induced births

Team Maia is our award-winning team of maternity midwives who provide dedicated care to women who have their labour induced. Induced labour is when a mum-to-be needs help in starting their labour.

Jodie Moore

Team Maia was established to ensure that women who have an induced birth receive the best of care and support.

The team supports women from the time of the decision to induce labour, arranging admission, providing information and helping them make informed decisions on their chosen induction method. They will assist with admission to the antenatal ward, and even in transfer to the delivery suite once in established labour.

“ It could have been quite daunting, but everything was so straightforward. It was completely organised and was a very relaxed experience. ”

Team Maia was launched in March 2017 and in February this year their dedication and commitment were recognised when the team won the Midwifery Innovation Award at the London Maternity and Midwifery Festival Awards.

Claire Weekes, a 30-year-old mother of three, recently had her baby induced under the care and support of Team Maia. “It was fantastic”, said Claire. “Because of my previous birth history, I had to have my labour induced. Thanks to the amazing Team Maia midwives I felt really supported right from the start. It could have been quite daunting, but everything was so straightforward. It was completely organised and was a very relaxed experience. And all the midwives were absolutely lovely.”

Since the introduction of this team, there has been a significant increase in the level of satisfaction of care

experienced by women undergoing an induction. In Team Maia's first six months they supported 463 women having an induced labour.

Sonya Hinchey, Midwife on Team Maia, said: “We could see on the wards that women who had come in for an induction sometimes experienced delays in getting their induction started, which was unacceptable. By making induction a specific team's responsibility we were able to ensure that these inductions would happen as planned. This has had a knock-on effect on other maternity wards too and we're able to manage the flow much better.”

Lyndsay Walker is also a midwife on Team Maia and believes that women are far more informed about what will happen when they come into the hospital for their induction. “We have been going out to the community teams and doing training with all the midwives on how women could prepare. As one of us will be at the end of the phone, we are always able to answer any questions women may have.

“We have had great feedback from the community. Women like the reassurance that one of us will be on duty every day and they have a named person to contact. This eases any anxiety they may have about coming in for induction of labour.”



Midwifery Innovation Award at the
Midwifery Festival Awards.
and Team Maia patient Angela

We're fighting to #EndPJParalysis

We work hard to make you better when you are in hospital, but sometimes being in hospital can cause patients to deteriorate. Keeping our patients active can make a real difference to their experience of care and their long term health, which is why we are supporting the national campaign to #EndPJParalysis.

Ben McArdle

When we admit a patient to hospital, we are focused on providing them with the best care that we can. Medicines, surgery and therapies can all be important in a patient's treatment, but that's not all; nutrition, hydration and mental health all need to be taken into account so that patients can recuperate fully. But did you know that physical activity can also have a significant effect on a patient's wellbeing when they are in hospital?

If a patient ends up stuck in bed and not moving for long periods of time this can lead to 'deconditioning'. This is where muscles waste and it contributes to increased physical weakness, a higher risk of falls, problems with digestion and continence as well as mental health issues such as depression and feelings of social isolation.

To prevent this, we are working hard to get our patients up, dressed in their own clothes and out of bed if they are well enough to do so – to stop them from being stuck in bed in their pyjamas, or a hospital gown in PJ Paralysis. This is what #EndPJParalysis is about. It's simple, but it can make a big difference to patients' wellbeing.

“We can't and won't accept patients getting sicker just because they are in hospital.”

Karen Rule is the Trust's Executive Director of Nursing and has been leading the #EndPJParalysis initiative at Medway. She says: “Every morning our nursing and therapies staff across the Trust make sure that we focus not just on making sure our patients are fed, cared for and provided with treatment but that we do our best to get them up and moving.

“We can't and won't accept patients getting sicker just because they are in hospital. By working to End PJ Paralysis, we can make them healthier and happier and help them to have a better experience while they are with us.”

● Our staff are signing up to #EndPJParalysis





How you can help #EndPJParalysis

The official End PJ Paralysis campaign ends on 26 June, but we will still be working hard to get our patients up and moving. If you are visiting a loved one in hospital, you can help us End PJ Paralysis. Make sure that they have a set of clean clothes from home that they can change into and help us to get them up and about.



Spotlight on...

Critical Care Rehabilitation Team

The Critical Care Rehabilitation Team, part of the Therapies team, is a specialist therapy team working in our Intensive Care Unit (ICU).

Research has shown that early rehabilitation for patients in critical care has many benefits, including improvements in strength, functional ability, quality of life and a reduced stay in hospital.

Lorna Flisher - Physiotherapist,
Kim Read - Senior Occupational
Therapist and **Samantha Cook** -
Therapy Assistant Practitioner take us
through a typical day.



"We start each day at 8am with a 'huddle' on the ICU to talk about our patients' goals for the day. Then we'll start working with our patients with therapies such as using the THERA-trainer, tilt table, chest therapies or working to get patients sitting on the edge of the bed. Members of the team may do a washing and dressing assessment or assess the patient's mood, looking out for any sign of anxiety or depression.

"Some patients will be ventilated and/or sedated but there is still a lot we can do to support them in their recovery. We will do a range of movement exercises to keep their limbs moving and we will often walk with patients on a portable ventilator. Just because a patient is ventilated doesn't mean they can't get out of bed and walk around!



"At around 10.30am we will let the ward staff on ICU know which patients should be prepared to come down to the gym. We always encourage patients to be dressed in their own clothes rather than a hospital gown or pyjamas as it can aid their recovery as well as enhance their mental wellbeing. At the gym we may walk with patients

between the parallel bars, do sit-to-stand exercises and practise walking upstairs. These are all therapies to help them both move around and adjust to life at home.



"After lunch we will visit patients on the wards to deliver their rehabilitation as well as providing additional treatments for respiratory patients. We also hold training sessions for Therapy Assistant Practitioners. On Mondays we hold a multi-disciplinary clinic with therapists and critical care nurses for patients who have been discharged home. If it's a Friday we have a team meeting to discuss each patient's goals for the next week. That way if any of us is away we can ensure that patients still get their appropriate treatment."



Meet Bill - our Patient Research Ambassador

Patients are at the heart of clinical research projects taking place in NHS hospitals up and down the country. That's why we have volunteers like Bill, who helps the Trust as a Patient Research Ambassador by providing a patient-eye view on our clinical research projects and getting involved in their development.

Ben McArdle

Bill's story

"I started my working life in British Telecom as an apprentice technician and I was in the Territorial Army Royal Engineers when I was younger. I learnt how to drive large military vehicles, build bridges, fire guns, blow things up, and clear mine fields. Understanding how things work has always been a big part of my life and it's what made being a Patient Research Ambassador so appealing to me.

"I'm 71 now and I've benefitted from some superb medical treatment thanks to previous researchers' hard work and dedication. It was my Ear, Nose and Throat (ENT) consultant who got me involved in research at Medway; he knew my interest in technology and asked me if I would be willing to be contacted by the Research and Development department about an article he had written. I spoke to them and I was really interested in what the Trust was doing and got more and more involved.

"I thought it only fair to try and give a small bit back. As a Patient Research Ambassador I

regularly attend the R&D meetings at the hospital. I talk to the staff involved and provide my thoughts on new projects that are being proposed and the progress of current projects, go to presentations organised by the R&D department to ask questions and help recruit patients to research projects at the hospital. I've also taken part in research studies directly.

"Thanks to medical research I've probably gained far more time and quality of life than I'd ever be able to give back doing a few hours a week or month of voluntary work. With good research projects the NHS can find ways to cure, prevent, or minimise the effect of illnesses and improve people's

lives. That's something that I'm part of, and I'm very proud of that.

"If you think you might be interested in getting involved in research at Medway then give it a try. You are under no pressure to continue if you find out it's not for you. You will meet some very nice NHS staff and academics who will make you feel very welcome. Your views will be valued and appreciated by some very clever people."

If you would like to know more about our research or how to get involved in a trial, please contact Charles Davis on **01634 830000 ext. 3129** or **charles.davis1@nhs.net**

“With good research projects the NHS can find ways to cure, prevent, or minimise the effect of illnesses and improve people's lives.”



How to access our social media channels

Are you a fan of social media?

Our official social media pages provide the latest key news, updates and patient/visitor information from Medway Maritime Hospital, including:

- Video interviews with our award-winning staff and executive team
- Feedback from our patients
- Announcements on the status of the hospital
- Advice on alternative healthcare options available to you in Medway
- Details of events taking place at the hospital or in the community.

By following us on social media, you will also have the chance to engage and interact with your local hospital, joining thousands of other Medway residents in doing so.



Top tweets from staff and public



Medway NHS FT @Medway_NHS_FT 11 May

Celebrating #InternationalNursesDay with some of Medway's finest. We are incredibly proud of our super nurses; they do an amazing job! #BestofCare #BestofPeople



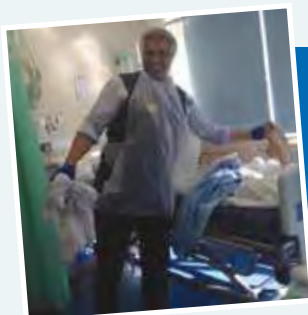
Ashike Choudhury @AshikeC 10 May

@Medway_NHS_FT #thebmjwards Proud to be one of three teams in the finals from Medway. Over 3824 entrants this year!



Anne Trafford @anne_trafford 29 April

@Medway_NHS_FT Thank you so much to staff at #Medway paediatric A&E who were really kind & helpful when my poorly toddler and exhausted husband visited late last night. All better now.



Lesley Dwyer @LesleyDwyerMFT 27 March

The last 48 hours have been tough – getting beds ready for the next patient is critical. How brilliant is this photo of one of our senior medical staff in our amazing assessment unit making a bed so he could admit a patient. Thank you Mo, truly the #BestOfPeople



Give the Trust a follow and a like:

Medway NHS Foundation Trust

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A VERY SPECIAL BIRTHDAY – THE NHS AT 70

70
YEARS
OF THE NHS
1948 - 2018

IN 1948 MANY HOMES HAD NO INDOOR TOILET AND NO PHONE, A QUARTER HAD NO ELECTRICITY, AND JUST 14,500 HAD TVS, AND THEN WITH ONLY ONE CHANNEL.

Petrol was rationed, while air travel was only for the rich. The country was still recovering from the Second World War, and Britain was pretty colourless. So much has changed; it's hard to imagine what everyday life was like 70 years ago.

But one thing that has remained constant is the NHS, created in 1948 in an ambitious plan to bring good healthcare to all. For the first time, hospitals, doctors, nurses, pharmacists, opticians and dentists were brought

together under one umbrella organisation to provide healthcare free for all at the point of delivery.

On 5 July we mark the 70th anniversary of the NHS, and in Medway we have planned a fitting programme of activities to celebrate the occasion with fun, reflection, and a determination to ensure the years to come make us as proud as the previous 70.

Join in the celebrations – there's something for everyone!

● From left: Wakeley Ward's Billy Hastings, Emma Everitt and Rowena Ward pictured in a vintage nursing uniform.



Thursday 5 July
NHS 7TEA

Make a brew and serve a slice of cake to celebrate in a very English way. Ask for donations to raise money for the Medway Hospital Charity (or a charity of your choice).



Saturday 7 July, 9am
MEDWAY PARKRUN
AT THE GREAT LINES

Find out more at www.medwayccg.nhs.uk/getting-involved/get-involved/nhs-70

Saturday 7 July, 11am to 3pm.

SUMMER FAIR
AT MEDWAY MARITIME HOSPITAL

The fair will be opened by the Deputy Mayor of Medway, Cllr Habib Tejan and Mrs Bridget Tejan.

Stalls, fun and games, refreshments, Grand Draw, tombola, music, Indian dancing. Free admission and parking.

SPECIAL ATTRACTIONS –

- **Medway Bake-Off** – bake a winning cake. Judging at 1pm.
- **Children's art competition** – enter a drawing, painting or piece of craft inspired by the NHS – judging at noon.
- **Medway Memories** – how the NHS has shaped the lives of Medway residents. See our oral history collection on our hospital big screens, launched at the Summer Fair.

See www.medway.nhs.uk
for full details.

**PLEASE
DONATE**

Medway Hospital Charity works alongside the Medway League of Friends to provide extras to enhance care for our patients. To donate please email medwayft.charity@nhs.net,

call 01634 825398 or contact the Medway League of Friends by emailing enquiries@medwayleagueoffriends.org.uk or calling 01634 830000 ext 3695.



MEDWAY M

IN THIS SECTION WE FIND OUT MORE ABOUT THE RICH HISTORY OF THE NHS IN MEDWAY, HEARING FROM SOME OF OUR STAFF MEMBERS, PAST AND PRESENT, WHO SHARE THEIR MEMORIES WITH US.

RETIRED MEDWAY NURSE ENID OSBORNE RECALLS THE LAUNCH OF THE NHS...

In April 1948, just three months before the creation of the NHS, Medway resident Enid Osborne took her first steps towards becoming part of its legacy by enrolling as a student nurse at Fort Pitt School in Chatham.

Her journey continued in London, where she undertook practical training and started her full-time nursing career, before she returned to work in Medway in 1953.

In 1995, after giving decades of service to the NHS, at sites including the former St Bartholomew's Hospital (St Bart's) in Rochester and All Saints' Hospital in Chatham, she finally hung up her nurse's uniform.

Enid reflects on the mood in the community following the launch of the NHS in 1948: "Everyone was so pleased, the war hadn't long finished, and the Labour party

was in government after an unexpected election win.

"That said, to begin with there was no euphoria when the NHS was launched. However, as people realised it was a free service, there was an influx of patients. They could see it was a good thing, every service under one roof, providing good care from the cradle to the grave."

Now 89, Enid describes the work carried out by the modern-day NHS as "marvellous" and says it is the "best healthcare system in the world".





EMORIES

70
YEARS
OF THE NHS
1948 - 2018

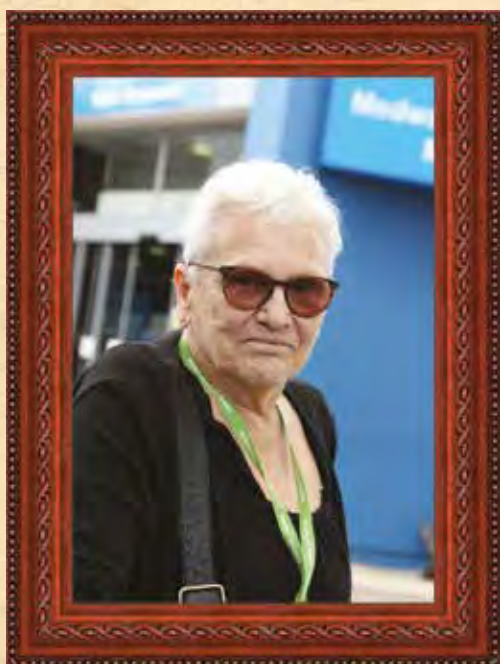
LONG-SERVING EMPLOYEE LAUREL LONDON REFLECTS ON THE CHANGES SEEN IN MEDWAY OVER THE YEARS...

Laurel London, 59, works as a Pathway Coordinator in the Chemical Pathology department and is one of the Trust's longest-serving staff members, after first setting foot into St Bart's as a trainee medical secretary at the age of 17.

After 42 years working for the Trust, Laurel has seen many changes: "When I first started out I had to write up operation lists on a manual typewriter with just 10 sheets of carbon paper, without making mistakes.

"Getting a computer was a bit of a revelation! It was amazing, just being able to go back and correct your mistakes with such ease! Technology has helped us so much and it's definitely the main difference between now and then."

Laurel recalls being "very chuffed" in 2016 when she was presented with a special crystal clock by Trust Chief Executive Lesley Dwyer to mark her 40 years of service, and says her next target is to "reach 50 years at Medway!"



TRUST GOVERNOR CHRIS HARVEY RECALLS VISITING THE HOSPITAL IN ITS NAVY DAYS...

Born in Twydall a week after the launch of the NHS in 1948, Trust Governor Chris Harvey used to visit the hospital prior to its NHS days, to see her grandfather Henry Loxston who was stationed here with the Royal Navy.

Chris recalls seeing the hospital in its former glory: "People used to ride bikes down the long main corridor, there were tennis courts, and there used to be goats that roamed around the site!"

She later returned to the hospital to work as a stoma care nurse from 1988 until her retirement in 2009, but still represents the Trust in her position as Governor.

Reflecting on the NHS ahead of its 70th anniversary, Chris says the organisation is "superb" and its staff are "to be admired".



**SHARE YOUR
STORIES**

If you've got a story about the history of the NHS in Medway and would like to share it as part of our 70th birthday celebrations, please drop us a line on communications.medwayft@nhs.net or call 01634 833 962.



MEDWAY'S PART IN THE HISTORY OF THE NHS

70
YEARS
OF THE NHS
1948 - 2018

THE NHS IS TURNING 70 ON 5 JULY 2018. THIS PROVIDES US WITH THE PERFECT OPPORTUNITY TO EXPLORE THE HISTORY AND CELEBRATE THE ACHIEVEMENTS OF ONE OF THE NATION'S MOST LOVED INSTITUTIONS.

We are looking forward to marking #NHS70 with a number of activities involving our community and staff this summer here at Medway.

But first, a trip down memory lane... over the decades the NHS has been transformed beyond all recognition,

particularly here in Medway. Our story began over a century ago, when the Royal Naval Hospital in Gillingham (now Medway Maritime Hospital) was opened by King Edward VII in 1905, costing £800,000 and boasting a main corridor of nearly 1,000 feet in length.

The famous hospital clock tower – a local landmark which still exists today – originally cost £100 and was built from funds left over from the plastering budget for the main hospital building. Until 1950, Royal Marines police guarded the entrance to the hospital

and visitors and tradesmen had to show a pass in order to gain access.

Fast forward some years, and the hospital entered a new era after it was acquired by the NHS in 1961, and then again in 1999 when it was renamed Medway Maritime Hospital to reflect our proud naval tradition.

Meanwhile, there has been plenty going on over the years elsewhere. The timeline below reveals just some of the key NHS milestones, along with a few more of our landmark moments:



● King Edward VII opens the Royal Naval Hospital (now Medway Maritime Hospital) in 1905.



● Nurses at the Royal Naval Hospital.



● The hospital as it looked shortly after it was handed over to the NHS in the 1960s.



● Sick berth attendants at the hospital in 1932.
Photo courtesy of the National Museum of the Royal Navy.

Charity news



Your donations – supporting cancer care

If you want to know what happens when you give money to our hospital charity, read on!

We spend your generous donations to fund equipment and projects that fall outside of the NHS budget. The main aim is to benefit you, our patients.

The fundraising team is delighted to share the wonderful news that our charity committee approved the use of £31,000 to buy 30 recliner chairs for the Galton Day Unit and Lawrence Ward, who care for people with cancer.

Anyone who has experienced cancer knows you spend a lot of time sitting down, waiting for chemotherapy to go into your system. It's important to us to make this experience as comfortable as possible for patients and the new recliner chairs will make a massive difference.

We are incredibly grateful to everyone who has donated to The Medway Hospital Charity and want to thank you for your ongoing support.

If you'd like to know more about our work, to fundraise for us or to leave the hospital a gift in your will, please contact us:

Email medwayft.charity@nhs.net or call 01634 825398.

Quiz night a big success

Thank you to everyone who came along to our first quiz night in April. Eighty-nine people took part and raised a wonderful £737 for our charity. The winners were the Eclectic Eight; the Shifty Shelves were runners-up and

the Indecisives placed third. Thank you to Gary Johnson, our volunteer quiz master, to Batleys Gillingham for donating the winners' prizes and to our very own Medway League of Friends for donating the last place prizes.

Have a tea party – and raise money for our charity

To mark the Big 70, our hospital charity is asking the people of Medway and Swale to raise a cuppa to celebrate our wonderful health service.

The NHS Big7Tea party will be a chance for people up and down the country to come together to raise money for their local hospital and to toast 70 years of the NHS.

Our staff will be hosting a number of Big7Tea parties within the hospital to mark the 70th anniversary but we would love you to host your own tea party, bake cakes and invite friends, family and colleagues along to raise money to our charity.

Download your fundraising pack at www.medway.nhs.uk/nhs70.htm

A summer fair and open day is also being held between 11am and 3pm at Medway Maritime Hospital on Saturday 7 July to mark NHS 70. Our local community is invited to come to the hospital for a day of fun and celebrations.

For more details visit: www.medway.nhs.uk



Robotic surgery - my story

Since we welcomed the da Vinci robot to the Trust last year, more than 130 prostate and kidney patients have benefitted from this state of the art technology.

Jodie Moore

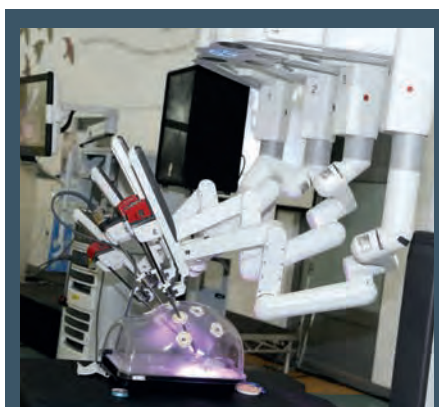
Da Vinci is a surgery tool which revolutionises the care provided to patients undergoing surgery. Under the control of a highly-trained surgeon, da Vinci is able to perform complex and incredibly precise procedures.

The robot offers vision, dexterity and precision at a greater level than the human hand. And there are clear benefits for patients: people who undergo surgery by da Vinci tend to experience less pain, go home sooner and have less chance of experiencing a complication, such as a postoperative infection.

Medway is the hub of the West Kent Urology Cancer Centre, and the introduction of this innovative equipment means that prostate, kidney, and soon colorectal cancer patients across the whole area will benefit.

Here, Wigmore resident Gino Manzotti talks about his experience of robotic surgery:

"I had my annual health check last year and my PSA [prostate specific antigen] levels were high. I was referred for a biopsy and discovered I had cancer in my prostate. It was a real shock because I'd had no problems or symptoms at all. I was very fit, in fact I felt fitter than when I was 30 years old! I play golf three times a week, I go for long walks regularly, my diet is very healthy – surely there couldn't be a problem with my prostate! But there was. Luckily the cancer was contained in my prostate and had not spread.



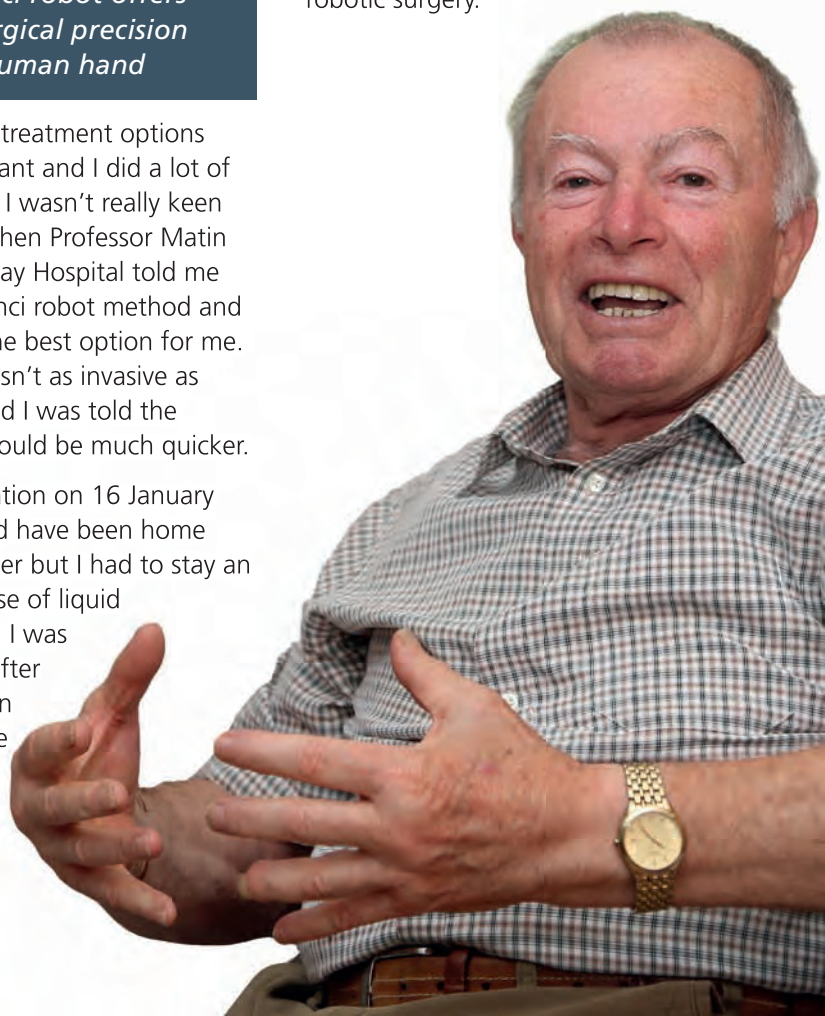
● *The Da Vinci robot offers greater surgical precision than the human hand*

"I discussed my treatment options with my consultant and I did a lot of research myself. I wasn't really keen on surgery but then Professor Martin Sheriff at Medway Hospital told me about the da Vinci robot method and it seemed like the best option for me. I liked that it wasn't as invasive as open surgery and I was told the recovery time would be much quicker.

"I had my operation on 16 January this year. I would have been home just 24 hours later but I had to stay an extra day because of liquid in my abdomen. I was so well looked after during my stay in hospital, and the after care has been brilliant. I had very little pain and no huge scars.

"Since my diagnosis I've been encouraging everyone I know to have a PSA test. You just don't know what is going on in there!"

Surgeons who use the robot undergo two months of extensive training and are monitored by a mentor for their first few operations. While da Vinci has been benefiting prostate and kidney patients across the region, we are now expanding the range of procedures carried out by robotic surgery.





“I’ll be 70 this year, the same age as the NHS. It’s amazing to see how far surgery has come in this time – it seems crazy to think that I have been operated on by a robot.”

Reducing surgery stress

Having surgery can be an anxious time for any patient, which is why at Medway we are working hard to ensure it is as stress free as possible.

Michael Addley

Through our Better, Best, Brilliant improvement programme we have introduced improvements to our operating theatres, ensuring a much better patient experience for all.

"We were proud of the service provided to our patients but we knew there were ways we could work differently to be more efficient and provide an even better service" explains Victoria Wilton-Oluwole, Matron in Theatres.

A key focus of the work involved working with staff to develop a new culture for the department; looking at ways to make the most of the time available in the operating theatres. Previously there had been instances of operating lists starting late and too much time being taken between the end of an operation and the start of the next one.

Victoria comments: "This isn't good practice, and can lead to delays for patients and sometimes even cancellations.

We want to avoid this unnecessary distress for our patients during what is already a very stressful time. We also have the added bonus that through using our operating theatres more efficiently, we can perform more surgeries each day, meaning shorter waits for patients."

"Clear communication is so important; we never want patients to feel isolated."

It's not just about improving efficiency though, Victoria and the team have listened to patient feedback and learnt from best practice at other hospitals around the country to develop a truly patient-centred service.

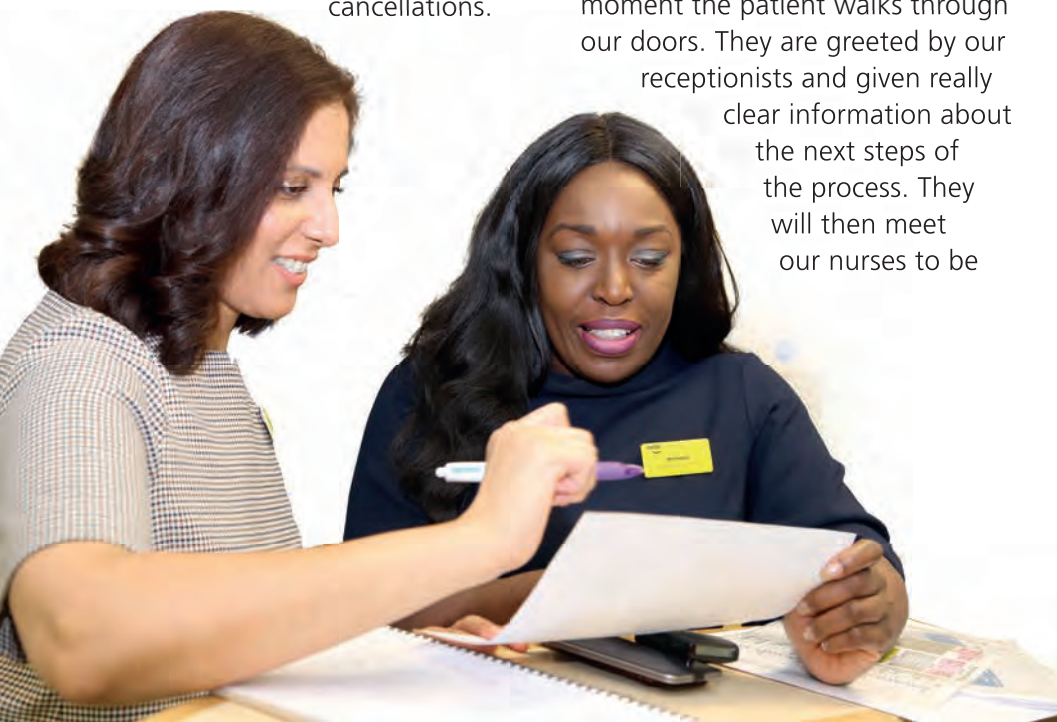
It's all about communication, as Victoria explains: "It starts from the moment the patient walks through our doors. They are greeted by our receptionists and given really clear information about the next steps of the process. They will then meet our nurses to be

'booked in'; they will spend as much time as necessary with the patient, ensuring that all of their questions are answered and their concerns addressed. It's really important to us that they should never feel rushed.

"Of course there is still more work to do to ensure a consistent service for all patients and reduce unnecessary delays. Some delays are unavoidable and we know that there are occasions where patients wait longer in the recovery area than we would like because there is not a bed available on one of our wards or for other reasons there is a delay in them being discharged home.

"We do everything to ensure that when this does happen our patients are kept comfortable, know the reason for the hold up and have a clear idea of how long they will be waiting. Clear communication is so important; we never want patients to feel isolated or unaware of the next stage in their journey through the hospital or how long they will be waiting to return home."

Look out for further updates on progress in surgery and across the organisation in future editions of News@Medway.





Members' Corner

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

What's on the agenda for Medway's young people?

Making sure healthcare needs are built into plans for new homes, hospital services for children, and NHS finance were all subjects on the minds of Medway Youth Council members at their meeting in May.

The Trust's Director of Communications and Engagement, Glynis Alexander, and Paediatric Consultant Dr Richard Patey, joined Community Engagement Officer Krishna Devi, to hear from the group and answer their questions.

The trio shared updates from the hospital, including a number of recent success stories, as well as how it is responding the challenges such as higher attendances and long-standing financial difficulties.

"It's vital we know what's important to young people so being invited to speak with the Youth Council was a great opportunity" said Glynis. "The NHS is complex so we always welcome the chance to share information about what's happening and ensure everyone knows how to access the hospital and other parts of the system. And most importantly, we want them to be able to have a voice in any improvements to services in future."



● *Dr Richard Patey talk to members of the Medway Youth Council*

If you would like to invite someone from the hospital to speak to your community group, please contact Krishna Devi, Community Engagement Officer, krishna.devi@nhs.net or call **07852 714954**.



● *Glynis Alexander with Medway Youth Council Vice-Chair George Peck, Chair George Perfect, and other council members.*

NHS looks to the future

Our members' event on 15 May featured presentations by two of our most inspiring consultants.

A packed room heard from Professor Martin Sheriff about the impressive improvements in patient outcomes as a result of the da Vinci robot now in use at Medway Maritime Hospital.

The state-of-the-art robot, which was introduced last year for urology surgery, will also be used for other surgical operations in the near future.

Professor Rahul Kanegaonkar spoke

about a number of innovations he has developed over the years, including an app which can help predict falls in people with balance issues.

In the year the NHS reaches 70, it was exciting to hear about some of the most recent developments and those that will enhance healthcare in the future.

See pages 16 and 17 for more about our robotic surgery.

Meet our Partner Governor, Councillor John Wright



I became a Trust Governor in July 2017. As a member of Kent County Council and Swale Borough Council, I'm a Partner Governor, so I both provide my views on the needs of the Swale population to the hospital but also the needs of the Trust back to the council.

I'm passionate about supporting my constituents. We have high levels of deprivation locally, reduced life expectancy and a number of other health challenges while our local population is continuing to grow.

I want the Trust to deliver a service that is second to none and look after our community. Being their voice to support the Trust to do that is very important to me.

Being a governor over the past year has been an eye opener, trying to understand the scale of the operation at the hospital. People see the NHS as one entity and it is a big challenge to have a joined up service.

The NHS is a great institution but there is room for improvement. Over the last 70 years since it was created we've seen the development of many new drugs and medical and technological advances; however it needs to evolve into a responsive organisation for the whole community. No organisation can stand still.

Dates for your diary

Members' events

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

- **NHS70 - Celebrating 70 years of the NHS, Wednesday 11 July.**
- **Focus on nursing, Thursday 15 November.**

Governors' Coffee Mornings

- **Saturday 15 September, 10am to 12pm, Medway Maritime Hospital.**
- **Tuesday 4 December, 10am to 12pm in Rainham.**

Pop in and become a member

Main reception, Medway Maritime Hospital

- **Thursday 7 June, 1pm to 3pm.**
- **Thursday 16 August, 2pm to 4pm.**
- **Thursday 4 October, 10am to 12pm.**
- **Thursday 29 November, 10am to 12pm.**

Trust Board meetings

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

- **Thursday 5 July.**
- **Thursday 6 September.**
- **Thursday 1 November.**

Trust Annual General Meeting

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

- **Tuesday 25 September**

Enter our summer photography competition



Summer's here, so now is the perfect time to get out and about in Medway and Swale, get some exercise and get fitter.

Good weather shows our area at its best, so we're pleased to launch our first News@Medway photography competition!

We want to see your photos of Medway and Swale – and its residents – in the sunshine; send your best ones to us and the three winners will feature in our next issue. Pictures with a health theme, or that show people staying safe in the heat, are particularly welcome.

For this issue, we've got some photos taken by our Trust photographer Mike Gough that show the local area in all its glory.

Please email your photos to communications.medwayft@nhs.net along with your name and phone number by 31 July 2018.



1. Which Yorkshire town boasted a Butlin's holiday camp from 1945 until 1983?
2. With which historical event of 1910-1913 does Beryl Bainbridge's 1991 novel *The Birthday Boys* deal?
3. Which series of video games features the characters Guybrush Threepwood, Elaine Marley and LeChuck?
4. At which stadium do Swansea City AFC play their home games?
5. William Adelin, who drowned in the sinking of *The White Ship* in 1120, was the son and heir of which English king?

Across

5. Tattered out (9)
6. Weep (3)
8. Loving (7)
9. Ruck (5)
10. Hotpot (4)
11. Cushion (3)
13. In addition (4)
14. Canoe (5)
16. Demeanour (6)
18. Thin paper (6)
19. Avarice (5)
21. Peak (4)
22. Affirmative (3)
23. Egg-shaped (4)
27. Deduce (5)
28. Come into (7)
30. Long, thin fish (3)
31. Doctor (9)

Down

1. Podded vegetable (3)
2. Atmospheric gas (5)
3. Chess piece (4)
4. Feeling of despair (6)
5. Bureau (4)
6. Excess (7)
7. Thunderbolt (9)
10. Present briefly (9)
11. Deflect (5)
12. Stead (anag.) (5)
14. Small barrel (3)
15. Young goat (3)
17. Necessary (7)
20. Spookily (6)
24. Italian composer (5)
25. Grasp (4)
26. South-east Asian (4)
29. Can (3)

Sudoku

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

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

Transformer

Add the given letter or letters to the first word to make a new word. **Clue:** Be cold in a warm stuffy atmosphere.

$$\underline{\hspace{1cm}} + W = \underline{\hspace{1cm}} W$$

- Comedian Greg Davies played teacher Mr Gilbert in which TV series following the exploits of four suburban teenagers?
- What was the stage name of the popular Victorian music hall performer George Galvin?
- From which scientist does the element with the atomic number 99 take its name?
- Which tilt bridge spanning the River Tyne is sometimes known as the Blinking Eye Bridge?
- Which US state can claim the most US presidents by their place of birth?

Magic Square

CROONERS DEEPENED

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

Equaliser

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

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

Solutions

First + W = frowst.
MAGIC SQUARE: fawnr, calfi, cygned, lamj, fawr, calfi, cygned, lamj, eaglet, joey, pupa.
WORD PYRAMID: As the saying goes.
TRAIN OF THOUGHT: dialing, Total: 5.
EQUILISER: core, open, reed, ends.
EQUALISE: Clockwise from top left – add, subtract, multiply, piglet, fry, kitten, leveret, Screw.

Dialling Codes

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

Spaces and any punctuation marks are represented by 1

Telephone dialling pads combine several letters on one key. Here we have encoded 17 names for young animals by using numbers rather than letters. Then we have divided them into groups of three characters and run all the names one after another to make your task a little more difficult. Can you crack the code?

744 538 137 915 488 361 538 373

818 237 653 128 213 825 546 414

675 464 178 779 194 357 132 961

225 312 946 381 526 213 245 381

563 917 872

Word Pyramid

A pyramid diagram with five levels of text. The top level contains the letter 'G'. The second level contains 'G' and 'N', with a blue 'X' between them. The third level contains 'O', 'I', and 'H', with blue 'X's between 'O' and 'I', and between 'I' and 'H'. The fourth level contains 'E', 'Y', 'E', and 'T', with blue 'X's between 'E' and 'Y', between 'Y' and 'E', and between 'E' and 'T'. The bottom level contains 'S', 'A', 'S', 'A', and 'S', with blue 'Y's between 'S' and 'A', between 'A' and 'S', between 'S' and 'A', and between 'A' and 'S'.

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

Train of Thought

What word links the following?

E

1. to twist;
2. spin;
3. a fastening for wood or metal;
4. an instrument of torture.

6	4	3	2	7
7	1	9	8	2
8	2	5	3	4
9	3	1	5	9
10	4	6	2	1
11	5	7	9	3
12	6	8	2	6
13	7	9	8	2
14	8	3	9	4
15	9	4	5	6
16	10	5	6	2
17	11	6	7	1
18	12	7	8	2
19	13	8	9	3
20	14	9	10	4
21	15	10	11	5
22	16	11	12	6
23	17	12	13	7
24	18	13	14	8
25	19	14	15	9
26	20	15	16	10
27	21	16	17	11
28	22	17	18	12
29	23	18	19	13
30	24	19	20	14
31	25	20	21	15
32	26	21	22	16
33	27	22	23	17
34	28	23	24	18
35	29	24	25	19
36	30	25	26	20
37	31	26	27	21
38	32	27	28	22
39	33	28	29	23
40	34	29	30	24
41	35	30	31	25
42	36	31	32	26
43	37	32	33	27
44	38	33	34	28
45	39	34	35	29
46	40	35	36	30
47	41	36	37	31
48	42	37	38	32
49	43	38	39	33
50	44	39	40	34
51	45	40	41	35
52	46	41	42	36
53	47	42	43	37
54	48	43	44	38
55	49	44	45	39
56	50	45	46	40
57	51	46	47	41
58	52	47	48	42
59	53	48	49	43
60	54	49	50	44
61	55	50	51	45
62	56	51	52	46
63	57	52	53	47
64	58	53	54	48
65	59	54	55	49
66	60	55	56	50
67	61	56	57	51
68	62	57	58	52
69	63	58	59	53
70	64	59	60	54
71	65	60	61	55
72	66	61	62	56
73	67	62	63	57
74	68	63	64	58
75	69	64	65	59
76	70	65	66	60
77	71	66	67	61
78	72	67	68	62
79	73	68	69	63
80	74	69	70	64
81	75	70	71	65
82	76	71	72	66
83	77	72	73	67
84	78	73	74	68
85	79	74	75	69
86	80	75	76	70
87	81	76	77	71
88	82	77	78	72
89	83	78	79	73
90	84	79	80	74
91	85	80	81	75
92	86	81	82	76
93	87	82	83	77
94	88	83	84	78
95	89	84	85	79
96	90	85	86	80
97	91	86	87	81
98	92	87	88	82
99	93	88	89	83
100	94	89	90	84
101	95	90	91	85
102	96	91	92	86
103	97	92	93	87
104	98	93	94	88
105	99	94	95	89
106	100	95	96	90
107	101	96	97	91
108	102	97	98	92
109	103	9		

SUBDUK:

QUIZ OF THE DAY:

Celebrating 70 Years of the NHS

at Medway Maritime Hospital

This year we mark the 70th anniversary of the NHS
and we want you to join in the celebrations!

Take a look inside this edition
of *News@Medway* to find out how
you can get involved.



Best of care
Best of people

www.medway.nhs.uk/nhs70.htm



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