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APRIL/MAY 2017

In this edition

Page 3 »

Maternity team
wins national award



Page 4 »

ED build reaches
milestone

Pages 6-7 »

Our CQC inspection
in detail

We're out of special measures!

Substantial improvements noted but more work still required



Staff celebrate the positive CQC report and news that the Trust has been taken out of special measures

Medway NHS Foundation Trust has left special measures following an inspection by the Care Quality Commission (CQC) in November.

Michael Addley

During the inspection, the CQC identified significant improvements in quality and safety at the Trust.

The Trust is no longer rated 'inadequate' overall, with one area described as 'outstanding' and many others as 'good'.

Chief Inspector of Hospitals, Professor Sir Mike Richards, said: "There is no doubt that substantial improvements have been made since our last inspection. It is apparent that the Trust is on a journey of improvement and significant progress is being made both clinically and in the Trust's governance."

"The leadership team is now fully established and there is a strong sense of forward momentum and control."

"In addition it is clear that strong leadership and clear communication are leading to an engaged workforce whose morale is now much higher."

In a report that is strikingly different from those received following previous inspections, no services are rated as inadequate, and many are commended.

However, more work is required, and the Trust has an improvement plan to address this.

Read more about the CQC report on pages 6-7

Key areas of progress identified by CQC include:

- ✓ Significant reduction in mortality rate with Trust no longer being an outlier
- ✓ Improved care for patients in the Emergency Department, with patients no longer being cared for in corridors
- ✓ Staff continue to be praised by patients and carers for their compassionate care
- ✓ Support to vulnerable patients significantly improved
- ✓ Improved culture of incident reporting
- ✓ A well-established Executive Team, working together as a cohesive unit with a shared vision
- ✓ Improved staff morale throughout the organisation.

“There is no doubt that substantial improvements have been made since our last inspection. It is apparent that the Trust is on a journey of improvement and significant progress is being made both clinically and in the Trust's governance.”

Professor Sir Mike Richards,
Chief Inspector of Hospitals

Medway Hospital Hero Award

Have you, or someone you love, been treated at Medway Maritime Hospital and feel someone here deserves a special thank you?

The Medway Messenger has once again teamed up with Medway NHS Foundation Trust to launch a readers' Hospital Hero award.

The paper wants to hear from anyone who feels that one of our staff has gone above and beyond the call of duty to deliver outstanding care.

Lesley Dwyer, Chief Executive at Medway NHS Foundation Trust, commented:

"Our staff work extremely hard to provide high quality care for our community 24 hours a day, 365 days a year. It always means a lot when their dedication is recognised by our patients and I would like to thank everyone who takes the time to make a nomination"



How to nominate

To nominate someone for the 2017 award, write to: Hospital Hero, Medway Messenger newsdesk, Medway House, Ginsbury Close, Sir Thomas Longley Road, Medway City Estate, Strood ME2 4DU or email medwaymessenger@thekmgroun.co.uk putting Hospital Hero as the subject of your message.

Include a short description of why you think they deserve the award and what department they work in, as well as your contact details. The closing date is 15 April. The winner, chosen by the Medway Messenger, will be announced at the Celebrating Staff Excellence awards later this year.

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

An issue to celebrate some very special news

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

It will come as no surprise that this issue is dominated by the wonderful news that the Trust has exited special measures.

This is a real testament to the hard work and commitment of our staff and the fantastic support we have had from our patients and stakeholders.

We still have much more to do as we aim to provide the level of care that the people of Medway and Swale deserve, but I am sure you will all join me in celebrating this fantastic progress. Read more on pages six and seven.

In another important moment for the Trust, the next stage of our Emergency Department development has begun with the delivery of the modular units. This is one of the most significant milestones in the build to date and represents an enormous achievement for all of our staff who have been working together to deliver this project. You can find out more about this on page four.

In this edition, you can read the thoughts of our Interim Chairman Peter Carter OBE as he comes to the end of his time at the Trust. We'll



“It will come as no surprise that this issue is dominated by the wonderful news that the Trust has exited special measures. This is a real testament to the hard work and commitment of our staff and the fantastic support we have had from our patients and stakeholders.”

Lesley Dwyer, Chief Executive

also be introducing you to our new Chairman, Stephen Clark on page 10.

Our staff are the beating heart of the organisation and it is fantastic when their efforts are recognised by our colleagues across the country.

On page three, you can read about our maternity team who have just won the prestigious Johnson's Award for Excellence in Maternity Care from the Royal College of Midwives. I really enjoyed reading this issue, I hope you will too!

New Child Development Centre opening soon

Hari Rai

A brand new Child Development Centre which will meet the many needs of children with learning disabilities in the Medway area will be officially opened this summer.

The disused Temple Hill School in Strood is being significantly refurbished to provide modern and spacious clinical facilities where our young patients will receive all their healthcare needs from hospital to social care, all under one dedicated roof.

James Lowell, Director of Clinical Operations (Women and Children's Directorate) at Medway NHS Foundation Trust, said: "We are thrilled that a new Child Development Centre is being built for children and young people in the Medway area who have learning disabilities.

"The centre will see hospital and social care services working side by side in a facility specially designed to provide integrated care to meet the multiple healthcare needs of our young patients with exceptional quality and efficiency.

"It will not only improve the way we deliver our care but also the journey and overall experience for both our patients, their families and/or carers.

"This is a brilliant and much needed step in the right direction for all."

Carole Campbell, Head of Strategy for Medway Community Healthcare, said: "We're delighted to be involved in this partnership project, providing a much needed centre for local children to access community healthcare services.

"This is a great opportunity for us to continue to deliver high quality care and support by working together across Medway to make it



From left: Learning Disability Nurse Alyson Branchett, Consultant Community Paediatricians Dr Eleni Stathopulu, Dr Folake Durowoju and Dr Adesoji Abiona and Learning Disability Nurse Suzanne Lee will be caring for children in the new centre

accessible and effective."

The project began last summer and has been fully funded by NHS Property Services at a build cost of £3.1 million. Medway Council's Portfolio Holder for Public Health, Cllr David Brake also commented: "I am pleased this important project is gathering pace and look forward to seeing the centre finished and ready to welcome children and their families in the near future.

"The centre is going to be invaluable to the community, a place dedicated to the development of children, offering the very best care."

Facilities in the centre will include:

- ✓ Consulting rooms
- ✓ Plaster rooms
- ✓ Weighing rooms
- ✓ Nursery
- ✓ Soft play and sensory facilities
- ✓ Speech and language therapy suite
- ✓ Physiotherapy
- ✓ Occupational therapy
- ✓ Observation areas
- ✓ Secure external play area

Award for outstanding Medway maternity team

The Trust's maternity team has won the prestigious Johnson's Award for Excellence in Maternity Care from the Royal College of Midwives.

The award, presented at a ceremony in March, was for the team's achievement in reducing third and fourth degree tears in women during childbirth from a national average of almost 6% (just over one in 20 births) to just 1% (one in 100).

Serious tears can have a significant impact on not just the physical but also psychological wellbeing of new mothers, undermining their self-confidence and their relationships with both their children and their partners.

This success has been delivered through the introduction of a new prevention method developed by the team at Medway known as STOMP. By focusing on the position, speed and coaching techniques during childbirth, the team have radically reduced the number and the severity of injuries that mums giving birth at the Trust face.

The service has been so successful that it is used as a model of good practice by the Royal College of Obstetrics and Gynaecology, by the Royal College of Midwives and has been recognised and adopted nationally and internationally.

Dot Smith, Head of Midwifery and Gynaecology at Medway NHS Foundation Trust said: "The team and I feel extremely honoured to be recognised by the Royal College of Midwives for such a prestigious award.

"Most important of all, the award honours and represents all the women who have been able to have a greater quality of life since the programme was introduced.

"I am very proud of the maternity team for their hard work and dedication in reducing the rates of child birth injury to below the national average; this is a great achievement for both the team and the field of maternity care."



Medway NHS Foundation Trust's maternity team with journalist and broadcaster, Natasha Kaplinski (right), who presented the award

Cathy Warwick, Chief Executive of the Royal College of Midwives, said: "Winning an award is a wonderful achievement and I offer my congratulations to Dot Smith, Maya Basu and the whole team at Medway. This winning entry shows just what can be achieved by midwives and their colleagues working together.

"This has led to a better service for women, babies and their families. This dedication, innovation and determination will help maternity services everywhere to deliver safer, better and continually improving care."



Consultant Dr Maya Basu and Dot Smith, Head of Midwifery and Gynaecology

Shaping services fit for the future

There has been a good deal of media coverage about the pressures that have faced the NHS and social care this winter.

It's great that our population is growing and people are living longer, but this often means that more care is needed for people long term conditions and that there is huge demand on health and care services. So it is important to consider how services will be provided in future to meet these challenges.

Joint working involving the NHS, social care and public health aims to transform care for our patients to meet the changing needs of our community.

Leaders of NHS organisations across Kent and Medway, together with Medway Council and Kent County Council, are working together to plan services. This offers a unique opportunity to improve health, wellbeing and standards of care for all local people, and achieve more with the staff and funding available.

In late 2016, members of the public were invited to take part in a survey about prevention



and local care, including local mental health care, and more than 1,900 people responded across Kent and Medway.

The feedback received is now being analysed and taken into account as detailed plans begin to take shape. Over the coming months there will also be local events where people can give their views.

We'll keep you up to date with how the STP progresses through *News@Medway* and the Medway NHS Foundation Trust website.

What is the STP?

You may have heard about the draft Health and Social Care Sustainability and Transformation Plan (STP) which 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

Care over bank holidays

Although Medway Maritime Hospital cares for patients every day of the year, not all health services are available over bank holidays. Many local residents will realise too late that their GP or pharmacist is closed, and will come to our A&E instead. While we will always look after anyone who needs care, there are things that you can do to make sure that you don't end up visiting in our busy A&E when you might not need to.

- ✓ **Make sure you stock up on any medicines you need.**
If you are on regular medication, make sure that you have renewed your prescription in advance. If you have allergies or other managed conditions that require occasional medication, check that you have it available.
- ✓ **Book your healthcare appointments in advance.**
If you have a regular appointment with your GP that would fall on a bank holiday, get in touch with your surgery and arrange a different date. GP surgeries are often very busy, so it is worth doing this as soon as possible.
- ✓ **Download the Health Help Now phone app.**
This handy app will give you details of what local services are open and available to you 24 hours a day, 365 days a year. Looking for a late night chemist or an out-of-hours GP? Look it up on Health Help Now!
- 📱 **Available on the Google Play and Apple App Stores**

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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.

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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.



My father was admitted into Dickens Ward, he was very poorly but treated with the upmost respect and kindness. I joked that it was like being in a 4* hotel, the care was second to none. The staff worked as a team and were jovial to my father which lifted his spirits. He was fed, washed and cared for although it was such a busy ward. The staff seemed happy to go above and beyond with their care and even extended their help to us, his family, by answering any questions.



I was treated with kindness and respect by top quality clinicians, making my visit to the Medway Maritime Hospital an enjoyable experience.



I would like to say that the care I received whilst in the Medway hospital delivery suite and birthing unit was outstanding. They made me feel at ease, 100% comfortable and I was treated like I was the only person that mattered.



After being given the run around by my GP surgery, the staff at Medway were extremely helpful, thoughtful and looked after me very well. The nurse dealt with my problem immediately and got me to where I needed to be. I can't thank her enough for her kindness.



I was treated exceptionally well. My stay was over three weeks long and I stayed in three different wards and found the staff to be friendly, more than competent and very willing to help even beyond their duties. I cannot praise the staff highly enough!



The first modular units are lifted into place at the hospital



A&E rebuild passes major milestone

Ben McArdle

The rebuild of the Emergency Department at Medway Maritime Hospital has entered an exciting phase with the delivery of the pre-constructed building modules for the new facility. The modules have now been lowered into place by crane, constructing the new facility as they arrived on site.

The building work is part of the £18 million rebuilding and refurbishment project to update the Emergency Department at the hospital, substantially increasing its capacity and providing

a brighter, more pleasant environment for patients, the public and staff. The eye-catching units, some up to 11m long, arrived by road over a period of two weeks in March this year.

Claire Lowe, the Director of Estates and Facilities at the Trust, said: "This was a major logistical operation and we worked closely with our colleagues at Medway Council, Kent Police, and our construction partners IHP to ensure that we successfully delivered it with the minimum of inconvenience to our patients, neighbours and staff. We have also worked closely with South East Coast Ambulance Service to make sure

that ambulances bringing in patients can do so without any delays while the modules are being positioned. I'd like to thank all of our patients and staff for their support while the modules were being delivered and hope that you have all been as excited as we have been to see the building progress."

Now that they are in place, work will start on the interior of the modules including placing floors and walls, wiring and other interior fixtures. The work needed to complete the build is substantial, but is still on course for the new unit to handover in December this year.

Six months smoke-free

Tom Boorman

On Monday 17 October 2016 Medway NHS Foundation took the first steps on its ambitious journey to become a smoke-free site. After six months of being successfully smoke-free, we look back at our achievements and thank staff, patients and visitors for their commitment to keeping Medway Maritime Hospital a smoke-free site.

The purpose of going smoke-free has been to protect and improve the health and wellbeing of all patients, visitors and staff who use the hospital. The move was in keeping with many hospitals and public spaces, where smoking is now no longer permitted.

Since becoming smoke-free, the Trust has carried out a number of initiatives to promote that smoking is no longer permitted on site. In October 2016, Medway NHS Foundation Trust invested in four smoke-free officers dedicated to make anyone smoking on site aware of our policy and advising them of the services available to help them quit the habit.

In addition, over 80 members staff have

carried out training in how to approach and support individuals who smoke and advise them of the range of services available to help them quit.

Nationally, Medway NHS Foundation Trust has been commended by Public Health England for the smoke-free initiative and now use Medway Maritime Hospital as a case study for other NHS organisations to learn from.

More recently, thanks to the amazing work and devotion of the Women and Children's department and Medway Stop Smoking service, there is now a permanent clinic in the antenatal unit for mothers and fathers-to-be to have the opportunity to get support following their first medical screening.

If you would like to quit smoking or speak to someone about the services available near you, please contact A Better Medway's Stop Smoking service team on 0800 234 6805 / 01634 334800 or visit their shop, Smokefree Advice Centre at 2-2a Railway Street, Chatham, ME4 4JL.

If a mum (or dad) to be would like to speak to the antenatal stop smoking team, they can ask their sonographer (who performs pregnancy



Midwife Specialist Advisor Maria Watson

scans), at the antenatal reception desk at Medway Maritime Hospital to direct them or contact Medway Stop Smoking service on 0800 234 6805/01634 334800.

Play time for kids in A&E

Ben McArdle

For children in particular, coming to hospital can be a distressing experience – but it doesn’t have to be. One of the Trust’s newest employees, Health Play Specialist Amy Osborn, is now working in the Trust’s paediatric A&E to improve children’s care and make their experience more positive.

“When a child comes to A&E, there is often a lot of fear of the unknown” she explains. “They might be anxious or frightened about what has happened to them or what is going to happen in hospital.

“A large part of my role is to build trust with the patient and their family. I chat with them and find common ground. When you find out what a young person is interested in – a hobby, music, a recent birthday – and make that connection, you’ll see them change and become calmer. They’ll relax and their parents will relax too.”

Building that rapport can make a huge difference to everyone’s experience. A more relaxed young patient will have a better experience and A&E staff can provide better care, as children are more able to communicate about their condition and are more willing to receive treatment.

Amy’s 17 years of experience at two of the country’s leading children’s hospitals – Great Ormond Street and the Evelina London Children’s Hospital – has given her extensive experience of some of the best ways to communicate effectively with children.

“One of the most effective tools that I use is photos of me on an iPad, undergoing simple medical procedures – having a cut treated, having a blood sample taken, having a plaster cast put on” Amy explains. “They understand more about what to expect, can see in the photos that I am calm and so we can talk about



Shannon, one of our young patients, and Amy Osborn, Health Play Specialist in our Paediatric Emergency Department

their feelings and help them feel more positive about being treated”.

As well as calming young people before they see clinical staff, Amy helps clinicians during treatment with ‘distraction therapy’. By keeping a child’s attention occupied when they are having an uncomfortable procedure, clinicians

can work more quickly and sometimes even undertake procedures that would normally need a general anaesthetic.

So what part of the job does she enjoy the most? “When they go home happy” Amy replies. “When they leave with their heads held high because you’ve given them the confidence

to go ahead with a procedure they’d been frightened about. You know you’ve made a real difference to their experience.”

Young patients will be able to meet Amy Monday to Friday (and occasionally at weekends) at our paediatric A&E at Medway Maritime Hospital.

Celebrating clinical research at Medway

International Clinical Trials Day is celebrated worldwide on 20 May. This date marks the anniversary of the first modern clinical trial, which was conducted by a Royal Navy physician called James Lind.

International Clinical Trials Day celebrates not only the work of Lind, but all of the health research taking place across the world.

This includes a wide variety of different kinds of projects such as:

- ✓ **Testing new drugs and procedures to see if they work, and how they compare to standard treatments.**
- ✓ **Developing and testing new technologies to improve healthcare.**
- ✓ **Using questionnaires and interviews to learn about patients’ feelings and experiences.**
- ✓ **Using information about large groups of people to identify things that may cause or prevent illness.**

Medway NHS Foundation Trust currently has over 170 active research projects at Medway and almost 9,000 Medway patients took part in research in the last year. This research covers many different areas including cancer, cardiology, neurology, diabetes, stroke, obstetrics and neonatology.

On Thursday 25 May representatives from Medway NHS Foundation Trust and other local NHS organisations will have a stall in the Hempstead Valley shopping centre to showcase

R&D at Medway

The Research and Development department at Medway NHS Foundation Trust runs a wide range of research projects in many different areas. This includes testing new procedures and new drugs to see how they compare to standard treatments and using questionnaires to find out how we can make our services better for patients.

To find out if there are any projects that you could get involved in, contact Tom Hatton, Clinical Research Officer:

☎ 01634 830000 ext. 6736
✉ tom.hatton@medway.nhs.uk

the important research taking place in Medway. So take a break from your shopping and find out more!

On Friday 26 May, Simon Denegri from the National Institute of Health Research will be giving a talk at Medway NHS Foundation Trust about involving patients and the public in health research. All welcome from 1pm in the lecture theatre in the post-graduate education centre.

To find out more about either of these events, or International Clinical Trials Day in general, contact Kiera-Jane King, Research Assistant:

✉ keira-jane.king@nhs.net
☎ 01634 830000 ext. 3129

The first clinical trial – 270 years ago!

The first ‘modern’ clinical trial took place on 20 May 1747 and was conducted by Royal Naval doctor James Lind.

In 1747 there was an outbreak of scurvy on Lind’s ship. Lind divided the afflicted sailors into six groups and gave each group a separate food that he thought might treat scurvy.

One group was given citrus fruit to eat while others were given cider, barley water, seawater, vinegar and one unlucky group were given small amount of sulphuric acid!

In less than a week, the citrus fruit group had completely recovered while the others showed no sign of recovery.

This was the first ever formal clinical trial, where different treatments to separate groups of patients were measured and evaluated in a controlled way.

Lind used the results of this trial as evidence that citrus fruit cured scurvy and consequently the Royal Navy introduced lemon juice across their fleet.



Dr James Lind, who discovered the cure for scurvy

Bright future ahead for the Trust

Our ratings explained

Overall the trust is rated as 'requires improvement'. However, it is rated as 'good' for being 'caring', 'effective' and 'well-led'. Medical care services, maternity and gynaecology and services for children and young people are all rated as 'good' as a whole, while maternity and gynaecology are rated as 'outstanding' for 'caring'.

Overall rating for Medway NHS Foundation Trust	Requires improvement
Are services at this trust safe?	Requires improvement
Are services at this trust effective?	Good
Are services at this trust caring?	Good
Are services at this trust responsive?	Requires improvement
Are services at this trust well-led?	Good

KEY Requires improvement Good



All our staff contribute to a good patient experience

Wonderful news for the best of people



Chief Executive Lesley Dwyer Photo courtesy KM Media

Chief Executive, Lesley Dwyer, said: "We welcome this report. It is wonderful news that the CQC and NHS Improvement have recognised the progress that has been made at Medway. This is a great tribute to our dedicated staff and the fantastic job they do day in, day out. They really are the best of people, working hard to deliver the best of care. "We accept the findings in the report, and acknowledge there is, of course, more to do. "The areas highlighted by the CQC where we need to improve such as staffing levels, condition of the estate, the use of mixed sex accommodation and training rates, come as no surprise to us.

"We know we need to make progress in treating people in a timely way, ensuring they are able to access services, for example in our emergency department and through our Referral to Treatment Times. "We have already made progress in a number of these areas, since the CQC visited in November. Our improvement plan sets out a range of initiatives to take us from better to best, and on to brilliant." "This Trust has come a long way in the past year, and we have always said that we wouldn't get to where we want to be overnight. However, this report is a clear indication that we are moving in the right direction."



Our volunteers play an important role

"We have every reason to believe that we can build on this momentum and continue to improve. There is a very exciting future ahead for Medway NHS Foundation Trust and as staff, we are all honoured to be a part of it."

Lesley Dwyer, Chief Executive



"I'm absolutely delighted that Medway has exited special measures – and I want to pay tribute to the outstanding staff there who have always sought to put patients first."

Jeremy Hunt , Secretary of State for Health

Medway NHS Foundation Trust has exited special measures after ‘significant improvements’ were identified by the CQC



“ Staff should be immensely proud of this news. Exiting special measures is a significant achievement and reflects a better experience for patients. It is the result of extremely hard work by everyone right across the trust from ward staff, clinicians, admin and support teams, and the trust’s leadership team. ”

Dr Kathy McLean,
NHS Improvement Medical Director

Ratings for Medway Maritime Hospital

	Safe	Effective	Caring	Responsive	Well-led	Overall
Urgent and emergency services	Requires improvement	Good	Good	Requires improvement	Good	Requires improvement
Medical care	Good	Good	Good	Requires improvement	Good	Good
Surgery	Requires improvement	Good	Requires improvement	Requires improvement	Requires improvement	Requires improvement
Critical Care	Requires improvement	Good	Good	Requires improvement	Requires improvement	Requires improvement
Maternity and Gynaecology	Good	Good	Outstanding	Good	Good	Good
Services for Children and Young People	Requires improvement	Good	Good	Good	Good	Good
End of Life Care	Good	Good	Good	Requires improvement	Requires improvement	Requires improvement
Outpatients and Diagnostic Imaging	Good	Not rated	Good	Requires improvement	Requires improvement	Requires improvement

KEY

Not rated

Requires improvement

Good

Outstanding

Outstanding practice

Some of the areas highlighted as outstanding practice by the CQC

- ✓ The neonatal unit improved its breast-feeding at discharge compliance rates from one of the lowest rates in the country to one of the highest
- ✓ Critical care services had a research portfolio that placed them as the highest recruiter in Kent
- ✓ The award-winning ‘Stop Oasis Morbidity Project’ (STOMP) has reduced the number of first time mothers suffering third degree perineum tears
- ✓ Team Aurelia, a multi-disciplinary team supporting women requiring an elective Caesarean section
- ✓ Abigail’s Place, the bereavement suite, provides the ‘gold standard’ in the provision of care for patients and families experiencing a still birth
- ✓ The care provided for patients experiencing broken hips from admission to discharge.

Supporting our serving staff



Trust nurse
Robert Watson

The UK reserve forces are an integral part of the British military. Men and women from all walks of life and professions come together to train and serve, balancing their civilian life with working

alongside their regular forces counterparts across the world.

The Trust is proud to support our employees who are part of the reserve, and to share with you the account of one of our nurses, **Robert Watson**, who has recently returned from training with the Army Reserve on Ascension Island in the South Atlantic.

"Last month I travelled with 14 other members of my unit – 254 Medical Regiment, part of the Army Reserve – to take part in 'Exercise Tiger Escape' on Ascension Island. The brief was to participate in Summer Mountain Foundation (SMF) course that is part of what is known in the British military as JSAT or Joint Services Adventurous Training.

"Ascension Island is an isolated volcanic island, and the terrain is very rough going. People might think that training is just a bit of fun, but it is much more than that.

"It is enjoyable but it is tough too – the whole point is to give us exposure to hardship and danger and to develop leadership, teamwork and other qualities that enhance operational effectiveness of military personnel.

"Some of the highlights for me were when we were on Green Mountain, the main peak of the island.

"Most of the members of my unit are in the medical field, so we were able to undertake casualty scenarios and practice our evacuation techniques on the mountain – valuable training for if we are deployed to mountainous areas in the future.

"It can be challenging balancing work with training, but I'm fortunate that the Trust supports my commitment with the Reserve and allows me two additional weeks of leave to attend annual training camps.

"They are also flexible and supportive in allowing me to schedule my shifts so that I can take part in weekly training with my unit."



Making patient mealtimes special

Ben McArdle

Most of us take our mealtimes for granted at some point; we eat a sandwich while we're working or grab a bite when we're out at the shops. But for patients here at the Trust, eating is a fundamental part of improving their health and having a good experience of care.

It is shocking to hear, but up to 40% of all patients admitted to hospital in England may be malnourished. This can mean simply not getting enough to eat, or in some cases not getting enough of the right food to be healthy.

To make sure that our patients get their most

from their mealtimes, we have now launched protected mealtimes across Medway Maritime Hospital as part of our Transforming Care Programme. This will mean that lunchtimes will have a real focus of helping patients to enjoy food and have a nutritious meal.

To do this we are making sure that our staff will spend the patient's lunchtimes focused in supporting them to eat and that we will be limiting other distractions such as ward rounds and visiting during mealtimes.

To help support making mealtimes special for patients, we are asking visitors to do their part. Visitors are welcome to attend during lunch if

they are willing to help patients eat their meals; something that can make a particular difference to our older patients. This means supporting them to eat where they can, and keeping numbers of visitors to each patient a minimum; we ask that visits by multiple family members are scheduled during normal visiting hours.

Exemptions will, of course, be made for visitors of particularly unwell patients such as those who have life-limiting conditions but please discuss this with ward staff in advance.

Protected mealtimes are now operating in all wards of the Trust; please check with staff for the exact times for each ward.

Award for elderly care innovation at Medway Maritime Hospital

Tom Boorman

Being able to provide care to older patients out of hospital can make a significant difference to ensuring that they can continue to live a full life in their community. So we're very proud of Dr Sanjay Suman, Consultant Geriatrician at Medway Maritime Hospital, who received a NHS Kent, Surrey & Sussex's leadership and innovation award for excellence in "Out of Hospital Care".

Dr Suman received the award in March in recognition of his inspiring Proactive Assessment Clinic for the Elderly (PACE). PACE is a community based initiative that supports the health needs of patients over 65 years old. The initiative, which has been delivered in partnership between the Trust, Medway Council and local GP services since 2016, has meant that elderly local residents can continue to live healthy and independent lives with the support from the expanding number community centres opening across Medway.

It has also meant that patients that need medical care but do not require emergency care at the hospital can be treated efficiently and with high quality expertise at their nearby centre.

Dr Sanjay Suman said: "It was an honour to receive this award and I would like to take this

"I would like to take this opportunity to acknowledge the hard work and dedication put in by the whole team at Medway NHS Foundation Trust."

Dr Sanjay Suman

opportunity to acknowledge the hard work and dedication put in by the whole team at Medway NHS Foundation Trust. Of course none of this would have been possible without managerial input from Medway Maritime Hospital and the fantastic I.T. team at Medway CCG for their collaborative success in accessing our patient's clinical data."

Staff at the Trust were also delighted to become finalists in the 'Excellence in Quality and Safety' award with nominee Dr Ghada Ramadan, and the 'Outstanding Team Achievements for Business Professionals' award for work demonstrated by the Human Resources and Communications team. A great achievement for all involved.



Dr Suman won the award for 'Excellence in Out of Hospital care'



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 considerately 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
- While you're online, why not take the opportunity to follow us on Facebook and Twitter for the latest news on the hospital?

Investing in our apprenticeships

Ben McArdle

As the Trust continues to invest in individuals who share our ambition and vision to deliver the Best of Care by the Best people, this month *News@Medway* explores our apprenticeship programme and interviews Gary Knowles, a Simulation Apprentice at Medway Maritime Hospital. Gary Knowles is a 48-year-old Simulation Apprentice who works in our Medical Simulation Team. Like a flight simulation that's used to train pilots, the Simulation department identifies challenges that may surface when working and uses simulations of these to help our staff practice and improve outcomes for the future. Gary applied for an apprenticeship at Medway NHS Foundation Trust in October 2016 and is due to complete it in the next 18 months. We asked him about his apprenticeship journey.

How did you end up doing an apprenticeship?

"After my accident as grocery driver, I was no longer able to lift or drive, so I realised I needed to re-train. I did a few courses but they never led to anything because when I applied for roles, even though I had qualifications, I didn't have experience. It was very frustrating and I urgently wanted to get back into work. In the end, my local Royal British Legion pointed me towards this apprenticeship opportunity.

"It combined learning with experience, so it seemed like the perfect solution."

What does your job role involve?

"My role is genuinely really interesting. I help run training scenarios for medical staff using state-of-the-art autonomous mannequins. I also assist in the organisation of training and the preparation and set-up of equipment



Trust simulation apprentice Gary Knowles

and resources for educational events. I also perform other duties, including maintaining the equipment and even role playing the part of a patient in a training scenario to make the experience more lifelike for the staff taking part.

"The other day I played a 72-year-old with sepsis and I've even played a woman – so it's never dull!"

What is your favourite thing about your apprenticeship?

"I'm really technically minded, so I love working with the mannequins and other equipment. I also love being part of the simulations. It's fantastic watching the doctors and how calm they are under pressure."

What's next for your career progression?

"I'm hoping that my role will be made permanent, as I really enjoy it. However, as part of my apprenticeship I will get a Level 3 Diploma in Healthcare Support Services, which means I could transfer to other departments in the hospital. Most importantly, I've now got experience, which means more doors are open to me."

If you would like to learn more about apprenticeships and how you can put yourself in the picture at Medway NHS Foundation Trust, please contact our Learning Development team on

☎ 01634 830000 ext. 3521

Staff say Trust is on the up



Staff say Trust is improving

The findings of the most recent NHS Staff Survey have reflected the positive improvements made at the Trust over the last 12 months.

More than 2,000 members of staff responded to the survey, making the response rate for our Trust one of the highest in the country.

We are delighted to say that the findings have indicated that we have made significant improvements in 44 separate areas.

We rank higher than the national average in 12 areas, including quality and number of appraisals, seeing and reporting errors or near misses that could harm patients, effective team working and in staff satisfaction with the quality of care and work that they deliver.

We've also seen significant improvement in a number of key areas including, the percentage of staff reporting bullying, harassment or abuse, recognition and value of staff by managers and the organisation, and staff confidence and security in reporting unsafe clinical practice.

While we know there is still more work to do, we are really pleased that staff feedback has provided more evidence to show that the Trust is making significant progress on its improvement journey.

Fresh new look for our website

We have recently launched a new website for the Trust. Delivered as part of our ongoing drive to Aim for Best, the new website is a significant step up from our old site and will make using our website easier for patients and members of the public.

The key new feature is the Emergency Department waiting times section, so people can now quickly see at a glance how busy the Emergency Department is before they come in to the hospital.

The site also has a new section where Freedom of Information requests can be viewed. For GPs, other medical professionals and prospective employees, the site contains updated profiles of our consultants and clinicians, as well enhanced sections around Working for the Trust and the services we offer.

The site is also fully compliant with the new national NHS identity guidelines, providing a 'NHS' look that will become a recognisable identity for official NHS sites, aiding members of the public in making sure they are getting the right information from the right sources.

Glynis Alexander, Director of Communications for the Trust, commented: "The new site is a step change from our old site.

"We hope that people find it easier to navigate and search for information, and find it a useful resource. We've focused on approaching it from a user's perspective, so that the most relevant information is always easy to find."



Our new website

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@medwaynhs.uk



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)

New chairman appointed



**New Trust Chair
Stephen Clark**

Stephen Clark has been appointed Chair of Medway NHS Foundation Trust.

Stephen has a vast experience as a non-executive director, and had a long career in the financial world

before joining the board at Medway in January 2016. He is currently chair of the Trust's Audit Committee.

The appointment process was led by the Trust's governors. Lead Governor Stella Dick said: "Stephen brings a wealth of experience both from his career in investment and banking, and from his other varied appointments. During his time as a non-executive director at Medway he has shown excellent qualities and a rigorous approach to scrutiny."

With more than 40 years' experience in the financial sector, Stephen has been Chief Executive of three significant financial institutions: Oppenheimer International, Gerrard Investment Management and Moscow Narodny Bank/VTB Capital, where he became Chairman.

He is also Pro-Chancellor and Chair of Governors at Canterbury Christ Church University; Chairman of Marshalls Charity (Church of England); Chairman of 3H Fund, and Senior Advisor and Chairman of the Disciplinary Panel of the Chartered Institute for Securities and Investment.

Stephen said: "I am delighted to be taking on the role of Chair. Having watched the Trust progress significantly in many areas over the last year, I know there are great opportunities ahead for us as we enter the next phase of our improvement journey."

Chief Executive Lesley Dwyer said: "I look forward to working with Stephen as Chair. His experience will be invaluable to the Trust as we continue to meet the challenges that lie ahead and make the most of the improvements we have achieved so far."

Stephen, who lives in Kent and is married with four children and five grandchildren, will take over as Chair in April, replacing Dr Peter Carter who has been Interim Chair since November 2016.

Member events diary

Please find below our Members Events for 2017. Keep them in your diary and pop along – your voice matters to us and the community!

- Tuesday 9 May
- Wednesday 14 June
- Thursday 13 July
- Tuesday 26 September
- Tuesday 10 October
- Wednesday 8 November

Governors' elections

Elections for governors representing both Medway and Swale will take place in June 2016. We are now looking for people who are passionate about the local community who would like to stand for election.

If you are interested in standing, please contact us to register your interest:

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

Thank you and farewell from Dr Peter Carter, Interim Chairman

I joined Medway last November as the interim Chairman and will be leaving at the end of March, following the appointment of a permanent Chairman, Stephen Clark.

Since joining the trust I have met a huge number of staff, patients, volunteers and members of the public while visiting wards and departments.

What has struck me is the dedication and commitment of staff to improve and deliver the best care that they can to their patients, and the level of support for the hospital by the local community.

Obviously I am aware that there are times when individuals will not be happy with aspects of their care or their work and when this is the case it's important that people feel able to raise their concerns and hopefully resolve them. I'm not for one moment suggesting that everything is as we would wish; there is still a lot of work to do to improve even further.

The immense workload and the constant pressure on services can take its toll on staff and waiting to be seen, or to go home, can be frustrating to patients. But I know from talking to you that patients and staff are seeing that things are improving, and the staff survey indicates very clearly that, despite the pressures, there are many staff who enjoy high levels of satisfaction with their work, which in turn has a positive impact on patients.

When we talk about health service staff, we often think of 'doctors and nurses'. These staff are at the heart of what we do, but I think it's important to recognise that there is a huge team that ensures hospitals run smoothly to



Peter visits Lawrence ward at Medway Maritime Hospital

provide good patient care. From staff in the dining room, across reception, housekeeping, porters, security, allied health professionals such as physiotherapists, not forgetting the role played by our governors... I could go on. If every member of the team is doing their job it ultimately enhances the care patients receive, and we shouldn't forget this.

When I was invited to become your interim Chairman many people advised me against it because of Medway's reputation. I'm now enjoying going back to those people to tell them how wrong they were.

Joining the Trust when the CQC were carrying

out an inspection, which as you now all know has resulted in the Trust being taken out of special measures, was an interesting time and I was pleased to have been here.

The progress that has been made at Medway could not have been realised without the huge commitment by the staff here at the hospital and I wish to give them my sincere thanks for all that they do.

I have enjoyed every minute of my time here and I will follow the progress of the Trust, which will under the leadership of your Chief Executive Lesley Dwyer and her team, go from strength to strength.

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

Dates for your diary

Trust Board meetings

The Board meetings are held in public every month and we welcome people to come along and observe proceedings.

📅 **Thursday 4 May**
🕒 **12.30pm**
📍 **Medway Maritime Hospital, Trafalgar Conference Suite, Green Zone.**

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

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.



puzzle drome

Your monthly puzzle challenge

No. 3604

CROSS CODE

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

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

DIRE KIDS BEG BIROS

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. Where was the American Declaration of Independence signed in 1776?

2. In which city was the first cricket test match played in 1877?

3. What was the name of the idyllic Himalayan mountain retreat in the novel Lost Horizon?

4. A bergère is a French type of what?

5. Which football club recorded the chart hit song Blue Is The Colour in 1972?

6. Which group of industrial workers were involved in the Tonypandy riots of 1910?

7. Which active volcanic island lies in the Tyrrhenian Sea to the north-east of Sicily?

8. Which starchy food-thickening agent comes from the tubers of a tropical plant?

9. Max George is a member of which English-Irish boy band?

10. Who produced and starred in the Whitehall Theatre farces of the 1950s and 1960s?

NONAGRAM

WORD PYRAMID

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

G	I	L
E	D	D
T	H	E

F				
T	O			
H	H	E		
E	E	S	K	
A	D	A	H	A

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: 22 Good; 26 Very Good; 31 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).

FIVE ALIVE

FC	RL	YU	ME	BR
AE		PE		HU
RL	IE	AS	FE	NY
LO		ER		CM
BS	AE	NT	SC	HE

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.

SUDOKU

Easy

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

Hard

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

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

EQUALISER

8	7	
2	6	9
6	6	
12	6	1
16	2	

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

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PREVIOUS SOLUTIONS

QUIZ CHALLENGE: 1 Mexico; 2 Squash; 3 Noble gases; 4 The Torrey Canyon; 5 Candlemas; 6 Entrechat; 7 I'm A Celebrity... Get Me Out Of Here; 8 The African elephant; 9 Tommy Steele; 10 An evil demon or monster.

CROSS CODE

1	2	3	4	5	6	7	8	9	10	11	12	13
A	I	F	Y	V	H	L	Q	G	E	M	J	Z
14	15	16	17	18	19	20	21	22	23	24	25	26
U	K	C	S	R	X	N	P	B	D	T	O	W

EASY SUDOKU

HARD SUDOKU

MAGIC SQUARE:

into; norm; true; omen.

WORD PYRAMID:

Church of England.

EQUALISER:

Clockwise from top left – add; subtract; multiply; divide. Total: 10.

FIVE ALIVE:

(1) Across – Bloom; Inner; Furry. Down – Brief; Owner; Merry.

(2) Across – Scale; Largo; Ninth. Down – Salon; Apron; Epoch.

NONAGRAM:

ache; aitch; AUTHENTIC; chai; chain; chant; chat; cheat; chin; china; chine; chit; chute; each; echt; etch; etchant; ethic; ethnic; hate; haunt; heat; hint; hunt; hutia; inch; itch; nautch; neath; niche; tache; tachi; teach; tech; tench; tenth; than; thane; that; theca; then; theta; thin; thine; titch; tithe.

QUICK CROSSWORD:

Across – 1 Decanter; 5 Bump; 7 Inviolable; 9 Tune; 10 Asks; 11 Chasm; 14 Shear; 15 Afire; 16 Every; 17 Banns; 18 Blast; 19 Space; 22 Toss; 24 Alga; 26 Solitaire; 27 Emit; 28 Monument.

Down – 1 Traffic signal; 2 Admire; 3 Santa; 4 Mirror; 5 Scatter; 6 Entrée; 7 Perpendicular; 13 Stipple; 15 Orange; 16 Desert; 17 Wright; 19 Plaza.

DOWN

1 Duct; 2 Acne; 3 Thigh; 4 Rules; 5 Beta; 6 Prospect; 7 Inverness; 8 Estimable; 11 Cress; 12 Arena; 13 Maybe; 14 Sabotage; 20 Prism; 21 Chain; 23 Soot; 24 Arum; 25 Abut.

CRYPTIC CROSSWORD

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

ACROSS

2. A theologian will put two and two together (3)

5. Liking the French to caress (6)

7. Say yes if you want to receive (6)

9. Brought under control, having been punished (11)

10. Talk endlessly about joint that's clannish (6)

11. Series of steps leading to one's elevation (6)

13. Nurse making an offer (6)

16. Sitting advantageously and looking good (6)

18. Unpleasant situation of camper I tend to upset (11)

19. Squirm or wither perhaps (6)

20. Steals clumsily – result is hanging (6)

21. Initially program parties (3)

DOWN

1. Flighty creature found within a second or two (6)

2. It makes sure there's a good reception for speakers (6)

3. Sarah goes with boy, both up in Texas (6)

4. Awful despair of losing a flycatcher (6)

6. Insubordinate ordered inside to bed (11)

8. Leonard's to study the grotto first – it's curving inwards (7,4)

10. Do not approve when this is repeated (3)

12. Retiring from the cast (3)

14. Old drink to sell to another country (6)

15. Made incursions into Sahara, I deduced (6)

16. The item found in the Alps, wavy pigtails (6)

17. One making lace using a ragged piece (6)

QUICK CROSSWORD

1		2		3		4		5		6		7
8								9				
10					11		12		13			
16		17					18					
					19		20					
21						22				23	24	
					25				26			
27							28					29
30					31							

ACROSS

1. Bawling (9)

6. Perform (3)

8. Transported (7)

9. Signalling light (5)

10. Protruding tooth (4)

11. Wager (3)

13. Stupid person (4)

14. Foot lever (5)

16. Give confidence (6)

18. Venerate (6)

19. Pigment (5)

21. Chief (4)

22. Dried grass (3)

23. Ill-mannered youth (4)

27. Sift (5)

28. Large shallow dish (7)

30. Secret agent (3)

31. Triple (9)

DOWN

1. Transparent resin (3)

2. Corrects (5)

3. Small metal spike (4)

4. Really (6)

5. Present (4)

6. Edible shellfish (7)

7. Handling (9)

10. Packing cases (3,6)

11. Deciduous tree (5)

12. Linger (5)

14. In favour of (3)

15. Downwind (3)

17. Servitude (7)

20. Impede (6)

24. Surpass (5)

25. Turn to liquid (4)

26. Baked sweet confection (4)


29. Free (3)

news@Medway listening to you

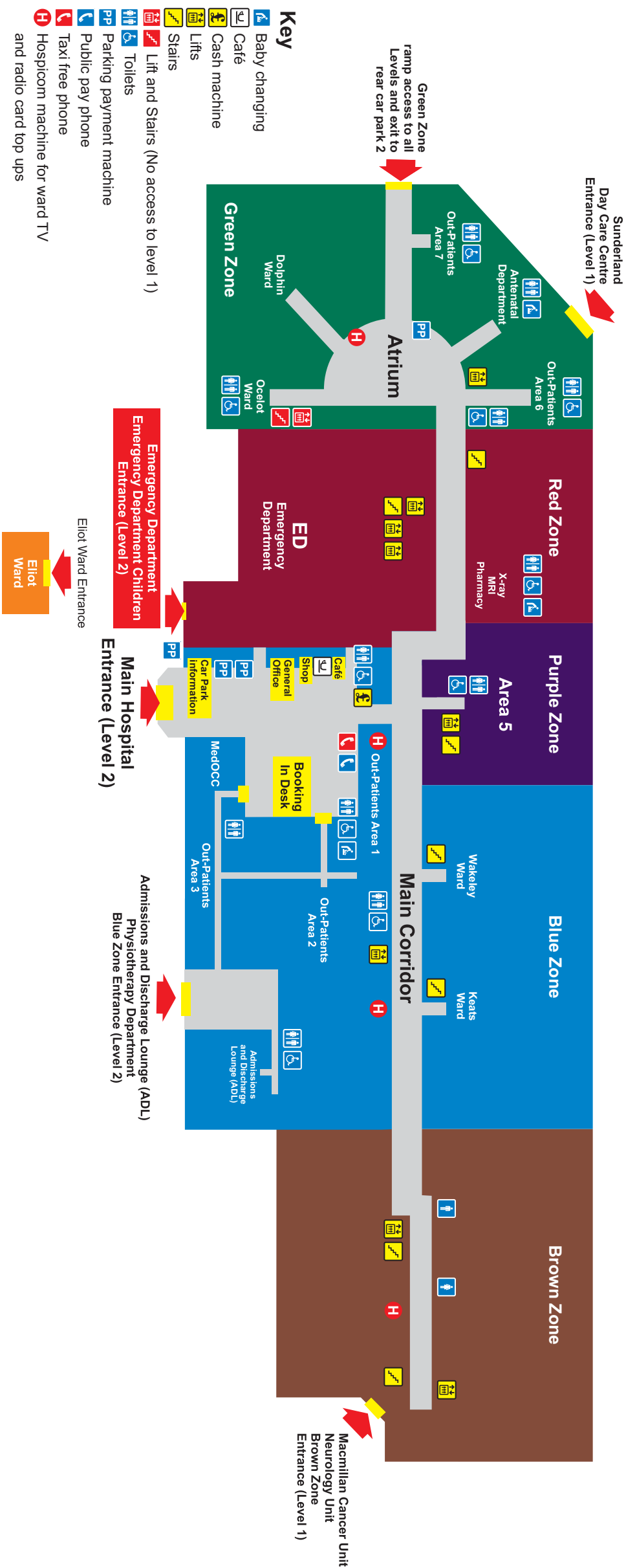
Contact the Editor: Ben McArdle, news@Medway, Communications Office, Medway NHS Foundation Trust, Gillingham, Kent, ME7

5NY Email: ben.mcardle@nhs.net Designed by graphics@uhb.nhs.uk

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



Finding your way around



Department Locations:

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

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