



Emergency Department set for £18million redevelopment

Medway Maritime Hospital has been given the final go-ahead for the next and all-important phase of its £18million programme to redevelop the Emergency Department for the people of Kent and Medway.

NHS Improvement recently gave approval for the final phase of the redevelopment programme, which will greatly benefit the patients who visit the Emergency Department each year.

The redevelopment comes at a crucial time as Medway Maritime Hospital continues to face challenges in terms of capacity and operational issues:

- The Emergency Department was built for 45,000 patients, but is currently seeing more than 110,000 patients every year.
- In July, the department saw more than 400 patients in one day alone – one of the highest on record.
- The department is regularly seeing more than 110 ambulances per day. Between 11am and 8pm, it is seeing over ten ambulances per hour.

Following the completion of the new Children's Emergency Department and Minors area in 2014 and 2015 respectively, this spring and summer has seen the beginning of works to refurbish the Majors area of the department – the area where people with major injuries and life-threatening conditions are seen.

Staff recently assembled for a special photo opportunity in the area, where the new Majors area of the Emergency Department will be situated. The MP for Rochester and Strood, Kelly Tolhurst, was also there to lend her support.

A specially-engraved spade was presented to Medway Maritime Hospital from Integrated Health Projects (IHP) – the main construction partner for the redevelopment programme.

Once the redevelopment has been completed, the department will consist of 24 bays in Majors,



Kelly Tolhurst (MP for Rochester and Strood), Diana Hamilton-Fairley, Andrew Miles (Integrated Health Projects), Claire Lowe, Clare Hughes and Josephine Seely.

seven bays in resuscitation, and 10 bays in the Clinical Decisions Unit (CDU).

Clare Hughes, Senior Matron in the Emergency Department, said:

"We're delighted the next and most crucial stage of works has now started in earnest. As the only Emergency Department in the area, it is extremely important that we have sufficient capacity to help us deal with the sheer volume of patients that we see year-on-year.

"While we will continue to experience challenges in terms of meeting demand, the redevelopment will prove vital in helping improve patient flow throughout the department – and the rest of the hospital for that matter.

"It is also important that we can offer our patients the best of care in a modern and compassionate environment. It's really exciting to think that people in Kent and Medway will have a brand new department this time next year."

Kelly Tolhurst said: "I was delighted to help mark this hugely significant milestone with staff at Medway Maritime Hospital. The staff at Medway do a fantastic job day in, day out and it is vital they can treat and care for their patients in an environment that is modern and fit for purpose. I'm really looking forward to seeing how this project develops over the coming year." The works are scheduled to be completed by late 2017.

“It's really exciting to think that people in Kent and Medway will have a brand new department this time next year.”

Clare Hughes
Senior Matron, Emergency Department

Intermediate care contract now live

Medway Community Healthcare (MCH) was successful in securing the new intermediate care contract. As the incumbent provider, they bring experience, knowledge and strong existing partnerships across Medway.

The new intermediate care contract focuses on getting patients 'Home First' – it builds on the pilot of the same name which has successfully supported 665 discharges since April 2016 (as at end of August 2016).

This new contract is about working together across Medway to support patients to recover at home or in the community, and to regain independence and confidence. The focus is on reablement and rehabilitation, and this is true across all of the pathways.

The Trust will continue to work together with MCH to enhance and develop Home First in the best interests of patients.



People turned out in force to hear about a year of challenge and change for Medway Maritime Hospital

League of Friends donates equipment

The Acute Stroke Unit at Medway Maritime Hospital has received a generous donation of six specialist wheelchairs from Medway League of Friends.

Patients recovering from a stroke often require physiotherapy, as they may have weakness or paralysis on one side of their body, or have problems with moving and carrying out their everyday activities.

Victoria Watson, Senior Sister on Harvey Ward (Acute Stroke Unit), said: "Rehabilitation after a stroke is paramount in supporting patients' bodies to heal and recover movement. We had some rather outdated specialist wheelchairs on the ward, most of which were in need of repair. Unfortunately, some of the parts are now obsolete due to the age of the wheelchairs.

"The League of Friends kindly agreed to replace the wheelchairs the unit so desperately needed. We're absolutely delighted for this generous donation."

Eunice Norman from Medway League of Friends said: "We're only too pleased to provide funds to purchase essential equipment to aid the recovery of patients. This is only made possible through the continued support of patients, visitors and staff who purchase items from our shops."

Lister Ward praised at national awards

Lister Ward, the Ambulatory Care Unit at Medway Maritime Hospital, received a well-deserved Certificate of Achievement at the recent Emergency Ambulatory Care National Network event.

They were recognised for being the most improved Ambulatory Care Centre in the country – evidence of which is the massive reduction they have delivered in the number of patients staying overnight since the unit started in March.

Consultant Physician, Mohamed Saleh (pictured), was at the event in London to pick up the certificate on behalf of the Trust.



AGM proves to be one of the most successful ever

Medway NHS Foundation Trust held its Annual General Meeting in September – with many commenting that it was one of the most successful ever staged.

The past year has undoubtedly been a year of challenge and change for the Trust. At the same time, it has been a period in which significant progress has been made in improving the Hospital for the people of Kent and Medway.

The AGM provided an opportunity to reflect back on the past year, look forward to the months ahead, and to discuss the work being done to improve services, stabilise the Trust's finances and provide the best possible care to patients.

As part of the evening, the former Chairman, Shena Winning, set the scene on where Medway currently stands in terms of the wider NHS context, while the Director of Finance, Darren

Cattell, gave an overview of the Trust's current financial situation and the work we need to do to reduce our deficit.

Dr Sarah Hare gave a presentation on the MediLead programme – a new leadership programme the Trust has launched for junior doctors, while Paul Hayden, Critical Care Programme Clinical Director, talked about how Medway is one of the leading Trusts in the region in organ donation.

Chief Executive, Lesley Dwyer, said: "We were absolutely delighted that so many people turned out in force to hear about the steadfast progress we've made in the past 18 months.

"It was a slick, professional event with some really engaging presentations, an equally engaged audience, as well as a wide range of exhibitions run by members of staff showcasing the exciting and innovative work that so many of them are doing to provide better patient care and experience.

"On a personal level, I found it very rewarding to map out the journey we've embarked on since I arrived as Chief Executive."

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

Addressing the health needs of our local population

The NHS, social care and public health in Kent and Medway are working together to plan how we will transform health and social care services to meet the changing needs of local people. It is the first time we have all worked together in this way and it gives us a unique opportunity to bring about positive and genuine improvement in health and social care delivery over the next five years.

We are developing a Health and Social Care Sustainability and Transformation Plan (STP) that will set out how we think services need to change over the next five years to achieve the right care for people for decades to come. It will help us deliver the Five Year Forward View, which sets out the national vision for health and social care. We will only be able to decide on and implement any changes following a period of engagement and consultation with our communities – this is just the start of the process.

We need to do this because our current health and social care system isn't set up to meet the needs of today's population. Many more people are living longer – which is great – but

they want and need a different kind of care.

Although most people get good care most of the time, services are not always good enough, too many people wait too long for treatment and we can't recruit enough staff. So, first and foremost, we need to design services that improve services for our patients. At the same time, we are facing a big financial problem. Across Kent and Medway, health and social care have £3.4billion in funding but overspent by £141million last year. Without change, we will be looking at a hole of £485million in our budgets by 2020/21.

The plan will provide:

- better health and wellbeing
- better standards of care
- better use of staff and funds.

Please spare the time to get involved by completing the survey online at: www.surveymonkey.co.uk/r/KandMstp We need to hear from as many people as possible to get this right for the whole community.



Medway welcomes Health Minister ahead of CQC inspection

The Minister of State for Health, Philip Dunne MP, paid a visit to Medway Maritime Hospital. The Department of Health is keen to visit trusts in special measures that are showing signs of improvement – Medway NHS Foundation Trust being a strong case in point.

The Minister's official visit follows on from the Secretary of State's recent visit to Medway in the summer, when Jeremy Hunt spoke in positive terms about the progress Medway NHS Foundation Trust has made this year as part of its trust recovery plan.

Mr Dunne met senior leadership and clinicians as well as visiting the Emergency Department (ED), where he embarked on a tour to see some of the important changes that have been made recently, including the minor injuries section.

Mr Dunne was offered an overview of the next phase of the exciting redevelopment programme for the Emergency Department. Once developed, the department will consist of 24 bays in Majors, seven bays in resuscitation, and 10 bays in the Clinical Decisions Unit (CDU). The works are scheduled to be completed by late 2017.

Emergency Department staff described the significant progress that has been made in recent months, which has seen Medway become the region's best performing Trust for ambulance handovers, with around 60 per cent of patients being seen within 15 minutes.

The minister also gained an insight into how the Emergency Department has achieved a substantial reduction in its nursing vacancy rate in the space of just eight months. The vacancy rate stood at 65 per cent last November, yet now stands in the region of 17 per cent.

Following this, Mr Dunne visited the Women and Children's department – a leading area of

“We were really pleased to welcome the Minister of State for Health, Philip Dunne MP, to Medway. It was particularly encouraging to hear the minister reiterating some of the positive comments that Jeremy Hunt made on his visit back in the summer.”

Lesley Dwyer,
Chief Executive

the Trust that was rated as 'good' with areas of 'outstanding' practice in the recent Care Quality Commission (CQC) report. During his visit, maternity staff revealed plans for a new bereavement suite that has been constructed for families who experience a stillbirth, or lose a child shortly after birth.

The Health Minister rounded off his visit in Lister Ward – Medway's Ambulatory Care Unit,



Louise Proffitt, Philip Dunne (Health Minister), Dr Aung Soe and James Lowell.

which received a Certificate of Achievement recently at the Emergency Ambulatory Care National Network for being the most improved unit in the country. This is in light of the massive reductions they have delivered in the number of patients staying overnight since the unit opened in March.

Speaking at the visit, Minister Philip Dunne said: "It was good to see the progress that Medway has made this year since publication of its previous CQC report. I was pleased to see for myself how this is benefitting patients."

"Clearly, there remain some areas which still need to be addressed, but it is evident that Medway is continuing to move in the right direction, reinforced by a strong and stable leadership, a passionate workforce, enhanced

physical infrastructure, as well as centres of excellence in some specialities for patients in Kent."

Chief Executive of Medway NHS Foundation Trust, Lesley Dwyer, said: "We were really pleased to welcome the Minister of State for Health, Philip Dunne MP, to Medway."

"It was particularly encouraging to hear the minister reiterating some of the positive comments that Jeremy Hunt made on his visit back in the summer."

"We now look forward to welcoming the Care Quality Commission (CQC) back to Medway in November, so that they can also see the changes and progress we've made to help improve the hospital for the people of Kent and Medway."

Getting prepared for the inspectors' visit

The Care Quality Commission (CQC) will be visiting Medway Maritime Hospital for an official inspection on Tuesday, 29 November and Wednesday, 30 November.

We welcome the CQC's inspection. This is our opportunity to:

- Showcase our good work, and the improvements we have made.
- Demonstrate that we know where our improvement areas are and what we are doing.
- Demonstrate how we gain feedback about the care we provide, how we learn and share lessons to make changes for the better for our patients.

While it is very likely that the CQC will be visiting some and not all of our services, it is incumbent upon everyone to help ensure that we are as well prepared as possible.

The inspection team may well decide to make unscheduled visits to additional services, so everyone needs to be fully prepared for an inspection.

The CQC will ask questions about the quality of services based on what matters most to patients. It is these five questions that we should ask ourselves at all times:

- Is it safe? Are patients protected from physical, psychological or emotional harm or abuse?

- Is it effective? Are patients' needs met and is care in line with national guidelines and the National Institute for Health and Care Excellence (NICE) quality standards promoting the best chance of getting better?
- Are patients treated with compassion and dignity, and is care tailored to their needs?
- Is it responsive? Are patients getting the treatment or care at the right time, without excessive delay, and they are involved and listened to?
- Is it well-led? Is there effective leadership, governance and clinical involvement at all levels, and is there a fair and open culture, which learns and improves listening and experience?

Once completed, the CQC will write a report based on their findings, and will rate the Trust and its services as 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'.

News @ Medway will keep you updated on any developments concerning the CQC inspection.



The CQC is carrying out a full inspection at the end of November

Complete your NHS Staff Survey and help to make a difference

Making sure our staff are engaged and their opinions listened to and acted upon is vital if we are going to improve as an organisation and continue to Aim for Best.



The NHS Staff Survey gives staff an opportunity to provide feedback on what it is like to work at Medway. We want to find out about the issues that concern our staff, what we are doing well and how we can improve.

Thanks to feedback in last year's survey, the Trust made a number of important changes:

- We launched an anti-bullying campaign to address concerns around bullying and harassment.
- We launched our new vision and values 'Best of care, best of people'.
- We have launched the Achievement Review to improve the appraisal process.
- We have launched a leadership development programme.

We are working with Medway Council to improve the health and wellbeing of staff

If you are a member of staff and you have not completed your survey yet, please do so; your feedback is really valuable. The survey will run until early December 2016; all responses are completely confidential and will be handled by the Picker Institute.

“Infertility Clinic is outstanding! I was given the opportunity to make decisions toward my health which I have never been offered before and was seen quickly throughout the year.”

“Not only are these people carrying out their roles with skill, thoroughness and dedication but they all showed awareness of my humanity.”

“My nan was on the Bronte Ward up until yesterday when she passed away. They gave my nan the dignity and respect she deserved. The care was fantastic, couldn't fault it at all.”

Keep up with Medway online:

Our website
medway.nhs.uk

Our Twitter feed
Medway_NHS_FT

Our Facebook page
Medway NHS Foundation Trust

Working to keep the hospital safe

Local resident Nicola Davison has been a Police Community Support Officer (PCSO) in the Gillingham area for nine years – two of which have been based at Medway Maritime Hospital.

PCSOs play a vital role in supporting police officers within the community and work closely with councils and other partner agencies to reduce crime and anti-social behaviour as well as raising awareness of crime prevention.

At the hospital, Nicola works closely with the in-house Security Team to ensure a safe and secure environment for patients, staff and visitor.

Nicola says: “I love my job and the opportunity it provides for me to work with my local community. A large part of my role involves providing support to staff and the public and I have had great feedback from people who feel reassured by both my presence and that of the fantastic in-house security team. I also provide crime prevention advice to staff and regularly visit wards and departments to see if staff have any particular concerns – so you will probably see me around quite often!”

The safety of patients, staff and visitors to the hospital site is the Trust's number one priority and the work of Nicola and the Security Team plays a vital role in ensuring crimes are stopped before they occur.

Nicola says: “I have a great working relationship with the Security Team and we have formed a really effective partnership. We conduct joint patrols together and have regular meetings to share intelligence to help keep the site safer.”

Although every effort is made to reduce incidences of crime on-site these do still sometimes unfortunately occur. Nicola plays an important role in dealing with crimes such as, drug-use, criminal damage to hospital property and assaults on staff members. She says: “I'm really pleased to say that in my role I have been able to work with the police to identify

“I have a great working relationship with the Security team and we have formed a really effective partnership. We conduct joint patrols together and have regular meetings to share intelligence to help keep the site safer.”

Nicola Davison,
Support Community Officer



Nicola Davison, Police Community Support Officer

suspects and provided evidence that have led to convictions. We have zero tolerance to crime on-site and will always aim to prosecute those who commit it.”

Nicola has also played an important role in the hospital's move to become a smoke-free site, which you can read more about on page nine. She says: “I was really delighted to be asked to help with the smoke-free launch day. I patrolled the site and helped raise awareness of smoke-free and provided advice to people wishing to smoke on-site.”

If you have any concerns about security on-site, you can contact:

📞 The Security Team 01634 830 000

extension: 5999

📞 Tim Cowell, Head of Security and Traffic on 01634 830 000 extension: 5266

📞 Ian Jones, Security and Car Parking Team Leader 01634 830 000 extension: 6032

If you have any questions or require advice on crime prevention on site you can contact Nicola at nicola.davison@kent.pnn.police.uk or by dialling 101. You can also use this number to report a crime. Nicola is based in the Security Office by the Main Entrance and also holds regular drop-in surgeries for staff.

Medway celebrates NHS Fab Change Day

Staff at Medway Maritime Hospital came out in force to celebrate NHS Fab Change Day.

Fab Change Day is a national day of activity, where staff across the NHS come together to harness collective ideas and energy to make a change. As part of Fab Change Day, there was a special marketplace in the staff restaurant comprised of several stalls – each of which showcased different aspects of change that have been introduced to help improve patient care and experience.

The exhibiting stalls included the new Transforming Care programme, MediLead – the leadership programme recently launched for junior doctors, the work of the Neonatal Intensive Care Unit (NICU) team, as well as a stall aimed at sharing information about the staff survey and its importance.

During the event, staff members held up pledge cards to highlight their ideas on how to deliver lasting and positive change at Medway Maritime Hospital. Some of the pledges included publicising midwifery services in local GP surgeries; making the site safer and more secure for staff and patients, and providing better fitting gowns for patients. Staff members were also encouraged to tweet their ideas of change



Nurses celebrating Fab Change Day

using the #FabMedway hashtag.

Rebecca Bradd, Deputy Director of Workforce, said: “It was fantastic that so many staff put their full support behind Fab Change Day. It was particularly pleasing to see both clinical and non-clinical staff coming forward with some really excellent suggestions on how we can deliver

positive and lasting change.

“The important thing is that we now act on these ideas to help improve the hospital for patients and staff. It's also important to remember that we don't need a national day to advocate change; we can do this day in day out, throughout the year.”

Food for thought: The chef who aims to improve standards

As we continue our journey to improve the health and wellbeing of our patients, staff and visitors, Medway Maritime Hospital is very pleased to announce the appointment of our new Catering Service Manager, Peter Reeson.

Originally part of the Catering Corp for the British Army, Peter joined the NHS in 1999 and has supported a number of health organisations across the South East to improve health and wellbeing for the staff and public they serve.

Peter explains: “Patients, staff and visitors deserve the best standard of food. Being in hospital can be very daunting and sometimes they may not feel like eating, but when they do, let’s make sure it’s something healthy and delicious.”

As part of our public commitment to improve patient and care and safety, we are committed to providing an environment and the opportunities to encourage and enable patients, staff and visitors to lead healthy lives, and make choices that support their wellbeing.

Currently, the hospital provides breakfast, lunch and dinner following the Government’s ‘Better Hospital Food’ plan and Peter is keen to build on this and introduce a number of initiatives.

Some of the initiatives include:

- A food traffic light system – similar to what you may see on food when going to the supermarket
- A salad bar
- Smoothie bar/more fresh fruit available
- Theme days: Chinese, Italian, Indian to promote the healthy options available
- Reviewing the current menus so we can be cost effective, whilst promoting locally sourced, sustainable and nutritious food.

Working together with national health and wellbeing organisations, such as Change4Life and Public Health England, people who visit the restaurant and coffee shop will be able to find useful information and advice to help them eat healthier and get more active. Campaigns such as ‘Couch to 5k’ and health tools, including the Sugar Smart app, will be promoted so people better understand what they’re eating.



Peter Reeson, Catering Service Manager

Over the next few months, the Catering Department will continue to review and develop the food available on site and encourage staff, patients and visitors to think about how we can make small changes to improve their health and wellbeing.

As part of a special feature, we asked Peter to reveal some of the culinary delights he enjoys as a rare treat



CHICKEN AND LEEK PIE



COOKING TIME: 90 Minutes

SERVES: 4



INGREDIENTS

For the topping:

397g/14oz sweet potato, peeled and roughly chopped
397g/14oz white potato, peeled and roughly chopped
100ml/3½ floz chicken stock
4tbsp parsley, finely chopped
1 egg, lightly beaten
Salt and freshly ground black pepper

For the filling:

312ml/11floz chicken stock
2 leeks, washed, trimmed and finely sliced
1 garlic clove, peeled and crushed
312g/11oz carrots, peeled and cut into 1.5cm/½in dice
198g/7oz peas fresh or frozen
100g/3½oz mushrooms sliced
596g/1lb 5oz cooked chicken, cut into 1.5cm/½in dice
3tbsp tarragon finely chopped
Salt and freshly ground black pepper

METHOD

Preheat oven to 180°C/Gas 4

Mash topping:

Boil all the potatoes in a large saucepan of lightly salted water for 15 to 20 minutes or until tender.

Drain and return to the pan with the stock, mash until smooth and season.

Stir in the parsley and set aside.

Filling:

Place the stock, leeks, garlic, carrots, peas and mushrooms in a saucepan and cook over a gentle heat for 12 to 15 minutes, stirring often until the leeks have softened.

Add the chicken to the pan and stir to mix the ingredients together well. Add the tarragon, season and cook gently for 3 to 4 minutes, stirring often.

Remove from the heat and transfer to a medium sized pie dish.

Spread the mash over the chicken mixture and brush the top with the beaten egg.

Bake in the oven for 20 to 25 minutes or until golden and bubbling.

Serve immediately.



FLUFFY CHOCOLATE MOUSSE



PREP TIME: 10 minutes, plus chilling

SERVES: 4

INGREDIENTS

100g quark (skimmed milk soft cheese)
500g fat free natural fromage frai
1 tbsp artificial sweetener
1 sachet low calorie hot chocolate mix
Ground cinnamon

METHOD

Place the quark in a bowl with 400g of fromage frai, the sweetener and hot chocolate mix.

Mix well.

Divide between four glasses and chill until needed.

When serving

Top each mousse with a spoonful of fromage frai and a dusting of ground cinnamon. Decorate with cinnamon stick or some fresh raspberries.

This can also be used as a cheesecake filling, just add 2 tsp of gelatine dissolved in a little boiling water to set.



Staff at Medway Maritime Hospital become flu fighters!

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

Members of the executive team, including Chief Executive, Lesley Dwyer and Medical Director, Diana Hamilton-Fairley (pictured) were among the first to have their flu vaccinations and are urging all other members of staff to follow their lead.

Flu is dangerous, highly contagious and largely preventable; it is possible to pass the virus on to others without having any symptoms yourself, so even if you consider yourself healthy, you might be risking the lives of others.

Arranging for a seasonal flu vaccination is a really important step for our staff in ensuring that our patients are protected. For most healthy people, flu can be a nasty illness, but for unwell and vulnerable people, it can be life-threatening.

One of the myths about the flu vaccination is that you can get flu by having the vaccination.

This is not true. The vaccine does not contain a live virus so you cannot contract flu by having it. Some people may experience aching muscles for a day or two and the injection site may become slightly red or swollen but flu vaccinations are very safe.

If you are a member of staff, and would like your flu vaccination, you can:

- Speak to the peer vaccinator for your area – they will be happy to vaccinate you. A list of peer vaccinators can be found on the Occupational Health intranet page.
- Attend one of the flu clinics that take place every weekday from 8.30am to 9am and 3.30pm to 4pm in the Occupational Health Department (Residence 12).

Remember, protect yourself, your family and your patients – be a flu fighter, get your flu jab!



Diana Hamilton-Fairley leading by example

Is your child aged 2, 3 or 4?* Help protect them from flu

Flu can be horrible for little children and if they get it, they can spread it around the whole family.

The flu vaccine is not an injection, just a quick and easy nasal spray.

It's also free. So don't put it off. Ask your GP about the free flu nasal spray for your child.

**STAY WELL
THIS WINTER**

Flu **i**mmunisation

nhs.uk/staywell

*born between 1 September 2011 and 31 August 2014



Rachel Keith, Nurse

Are you 65 or over?

Cold weather can make you more likely to catch a winter illness that could become very serious.

So if you start to feel unwell, even if it's just a cough or cold, **seek advice from your pharmacist** before it gets more serious.

**STAY WELL
THIS WINTER**

nhs.uk/staywell



Sanjay Ganvir, Pharmacist

STAY WELL THIS WINTER



With the festive season and the prospect of a long cold winter in store, Medway Maritime Hospital is getting behind the Stay Well This Winter campaign.

Medway is supporting the NHS England and Public Health England campaign urging people to protect themselves and their families from the flu virus.

The campaign aims to ensure that people who are most at-risk of preventable emergency admission to hospital are aware of and, where possible, are motivated to take, actions that may avoid admission this winter.

The Emergency Department at Medway Maritime Hospital was built for 45,000 people, but currently sees more than 110,000 people coming through its doors every year.

In recent months, it has not been unusual for as many as 400 people to visit the department in one day alone – a staggering amount of patients to deal with.

Clare Hughes, Senior Matron in the Emergency Department at Medway Maritime Hospital said: “We’re fast approaching the festive period and the cold winter months – the time of year when we traditionally see the Emergency Department come under enormous pressure with the sheer volume of people attending.

“As the only Emergency Department in the

“We would strongly encourage people to follow some of the simple and really helpful advice that is being issued as part of the Stay Well this Winter campaign.”

Clare Hughes,
Senior Matron, Emergency Department

area, we will always do our utmost to provide the best of care to the people of Kent and Medway. However, there are some pre-emptive measures people can take in advance this winter to lessen their chances of ending up in hospital.

“We would strongly encourage people to follow some of the simple and really helpful advice that is being issued as part of the Stay Well this Winter campaign.”



The Emergency Department has been witnessing record numbers of patients

Here are some basic tips you can follow this winter to stay well

- Winter can be seriously bad for our health but there are a number of things you can do to keep you and your family well this winter. Please visit nhs.uk/staywell for helpful tips and advice.
- Cold weather can be very harmful, especially for people aged 65 or older: it weakens the immune system, increases blood pressure, thickens the blood and lowers body temperature, increasing risks of high blood pressure, heart attacks, strokes, and chest infections. Don't put off getting the flu vaccination. If you're eligible get it now. It's free because you need it.
- If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets more serious, get help from your pharmacist. The sooner you get advice the better – pharmacists are here to help you stay well this winter.
- If you've been prescribed antibiotics or other medication, don't forget to pick up your prescription before the Christmas holidays start. Many GPs and pharmacies will close over the holidays.
- If you do need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk who can direct you to a local service that is open.
- It is important to keep warm in winter – both inside and outdoors as it can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes pneumonia and depression. Heat your home to at least 18°C (65°F), if you can, you might prefer your living room to be slightly warmer.

For those with a long-term health condition

- If you have a long-term health condition like: Chronic Obstructive Pulmonary Disease (COPD); bronchitis, emphysema; diabetes; heart or kidney disease or have suffered a stroke, cold weather can make health problems like these far worse. If you start to feel unwell, at the first signs of symptoms of winter respiratory illness, even if it's just a cough or cold, get advice from your pharmacist, before it gets more serious.
- If you have a long-term health condition like: Chronic Obstructive Pulmonary Disease (COPD); bronchitis, emphysema; diabetes; heart, kidney or liver disease or have suffered a stroke, flu on top of health conditions like these can develop into something more serious. Don't put off getting the flu vaccination. It's free because you need it.

General flu messages

- Don't put off getting the flu vaccination. If you're eligible, get it now. It's free because you need it.
- The flu vaccine is the best protection we have against unpredictable virus.
- It is vital that those eligible have it every year as the vaccine protects against different strains of flu which can change and/or evolve each year.
- The free flu vaccination is particularly important for those who are at increased risk from the effects of flu, these include people aged 65 and over, pregnant women and those with long term health conditions.

Parents of children aged 2-4

- For children aged 2, 3 and 4, the flu vaccine is not an injection, just a quick nasal spray.
- Flu can be horrible for little children and if they get it, they can spread it around the whole family.
- Children who get flu have the same symptoms as adults – including fever, chills, aching muscles, headache, stuffy nose, dry cough and sore throat. Some children develop a very high fever or complications of flu such as bronchitis or pneumonia and may need hospital treatment.
- The flu vaccine can help protect your child from flu and also reduce the chance of flu spreading to others.
- Don't put off it off. Ask your GP about the free flu vaccine for your child now.

Pregnancy

- If you are pregnant, you need the flu jab now. The flu jab is the safest way to help protect you and your baby against flu. It's free because you need it.
- Pregnancy naturally weakens the body's immune system and as a result flu can cause serious complications for you and your baby. You may be less able to fight off infections, increasing the risk of becoming ill as a result of flu.
- Flu immunisation can take place however many months pregnant you are and however fit and healthy you might feel. So ask your GP pharmacist or midwife about the free flu jab now.

Christmas is coming

– remember to stock up

- If you start to feel unwell, at the first sign of a winter respiratory illness, even if it is just a cough or cold, get help from your pharmacist before it gets more serious. If you can't get to the pharmacy yourself, ask if someone can take you.
- Make sure you pick up prescription medications before the Christmas holidays start. Many GPs and pharmacies will close over the holidays.
- Older neighbours, relatives, friends and other elderly members of the community are more vulnerable in the winter months and may need a bit of extra help this winter so make sure you keep in touch, check if they are feeling under the weather, help them stock up of food supplies and make sure they have the necessary medication before the Christmas holidays start or a spell of bad weather.
- Keep an eye out for elderly relatives and neighbours and support them in the cold weather to help them Stay Well This Winter.
- Speak to your pharmacist about medicines you should have in stock to help get you and your family through the winter season

Transforming care: an exciting new era for patient care in Medway

Last month saw the launch of a major new quality improvement programme designed to help further improve the fundamental aspects of nursing care at Medway Maritime Hospital. Led by a team of nine matrons, the Transforming Care programme addresses the essential standards of care that help keep patients safe and comfortable while under the care of nursing staff at Medway.

Associate Director of Nursing, Bev Critchlow, explains: "There have been numerous advances in healthcare over the last few years. While these are hugely important and very much welcomed, it is equally important that we do not lose sight of the fundamental aspects of care which can matter most to our patients.

"When they come to us, they ask that we: keep them safe; don't cause them any pain; tell them what's happening to them; don't keep them waiting; and treat them with respect. We need to ensure that we do this for each and

every one of our patients, every time."

In practice, Transforming Care is all about delivering high quality nursing, such as ensuring patients' mealtimes are always protected from interruptions; making sure qualified nurses take responsibility for the delivery of food and drinks to patients; making sure medicines are always delivered on time and that patients don't have to wait.

It is also about ensuring where ever possible, patients are cared for safely, and they are protected from developing pressure sores or

falling whilst under the care of Medway.

Transforming Care places patients at the heart of everything Medway Maritime Hospital does and at the centre of hospital activity. Where possible, hospital routines are adapted to meet the needs of patients, rather than expecting patients to adapt to hospital routines.

Bev Critchlow said: "Transforming Care is about making significant and sustainable improvements in nursing care, and we want to ensure the care that we deliver meets, and exceeds our patients' expectations."

“ Transforming Care is about making significant and sustainable improvements in nursing care, and we want to ensure the care that we deliver meets, and exceeds our patients' expectations. ”

Bev Critchlow,
Associate Director of Nursing



From left: Kathy Ward, Alison Streatfield, Zoe Andrews, Karen Rule (Director of Nursing), Bev Critchlow, Amanda Gibson, Pauline Brooker and Jocelyn Hargan

Medway Maritime Hospital is now smoke-free

Medway Maritime Hospital has officially become a smoke-free site. With effect from Monday, 17 October, all patients, visitors and staff are prohibited from smoking in the buildings, hospital grounds and car parks.

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

As part of a special event to mark becoming a smoke-free site, students from Robert Napier School in Gillingham were invited in to perform a stirring rendition of Sing – the 2012 song written by Take That singer-songwriter, Gary Barlow, and composer, Andrew Lloyd Webber.



Pupils from Robert Napier School joined members of the Executive Team at the smoke-free launch

“As the only hospital in the area, it is imperative that we set the right example by encouraging our patients, staff and visitors to adopt a healthier lifestyle.”

Diana Hamilton-Fairley,
Medical Director

Diana Hamilton-Fairley, Medical Director of Medway NHS Foundation Trust said: “We’re delighted to have finally reached this important milestone in becoming a smoke-free site.

“As the only hospital in the area, it is imperative that we set the right example by encouraging our patients, staff and visitors to adopt a healthier lifestyle. We’re also aware that many people find it extremely hard to kick the habit, and that it is often a source of comfort and reassurance – particularly when they’re facing the stressful situation of visiting sick relatives and friends.

“With that in mind, we would strongly

encourage them to contact the Medway Stop Smoking Service, where they can get free specialist advice. We’re also providing free nicotine replacement therapy to patients on wards and on-site support for staff.

“I would like to say a huge thank you to Robert Napier School for helping us mark our smoke-free go live date with such a wonderful and rousing musical performance. It really helped make the day that extra bit special.”

Over recent months, the Trust has been working closely with Medway Council to offer smoking cessation support to patients, visitors and staff. This includes providing free nicotine

replacement therapy to patients on wards, on-site support for staff and advice for visitors from Medway Council’s Stop Smoking Service.

In addition, the Trust has staged a number of special training sessions for staff who have expressed an interest in becoming smoke-free champions – a role where they will help remind patients and visitors that Medway Maritime Hospital has become a smoke-free site.

For further information on the Medway Stop Smoking Service, please call 0800 234 6805 or 01634 994800 or text QUIT to 81025.

Newly renovated baby unit offers extra care for sick babies



New parents, Ioana Vincenzo and Vincent Romano, with their seven day old baby son, and Sharon Blake, Senior Sister for the Oliver Fisher Neonatal Unit

Medway Maritime Hospital has proudly opened its newly renovated Transitional Care Unit – a unit which treats babies who need a little extra clinical monitoring before it is time to get nestled within the family home.

The unit was renovated and refurbished with kind donations made to The Oliver Fisher Special Care Baby Trust, following a community fundraising appeal. The unit was officially opened by Gillingham and Rainham MP, Rehman Chishti.

The Transitional Care Unit located on Pearl Ward treats newborns that do not require the Intensive Care Unit, but do need additional monitoring and treatment by specialist neonatal staff. A crucial focus of the unit is placed upon keeping both mum and baby together; ensuring emotional well-being is prioritised every step of the way.

Transitional Care Unit first opened in 2000. However, in recent years, it had no longer been operating to its full potential. For example, storage cupboards and pull-out beds that were originally installed were not suitable for women after

delivery, some who have undergone surgery.

The unit is now able to operate at its full capacity and potential, which is for eight babies and their mums. The £300,000 refurbishment took three months to complete, resulting in a much brighter and spacious area designed for comfort and ease. There are also two new bathroom facilities, including a better clinical and office area.

Louise Proffitt, Matron at Medway Maritime Hospital, said: “We are delighted that, thanks to the Oliver Fisher Special Baby Care Trust, we can continue to provide the highest level of care possible for our mothers and babies on our wonderful new Transitional Care Unit. We would like to thank all our supporters for everything they do; we could not have done it without you.”

Resignation of Chairman



It is with great sadness that the Trust announced last month that after much consideration, Shena Winning has decided to step down as Chair of Medway NHS Foundation Trust.

Shena (pictured) said: "Having been Chair of the Trust through some of its most challenging times, I feel that I have taken my work at Medway as far as I can. When I took over as Chair of the Trust in September 2014 it was in a very difficult position, as the CQC visit last August confirmed.

"Having dedicated my time to the welfare of our patients, the relationship with our community and stakeholders and having identified and secured the services of a new Chief Executive, I believe that now is the time to refresh the continuing recovery with a new Chair.

"It has been a difficult time for the Trust, but staff are pulling together and things have improved significantly. It is a tribute to the Trust's staff and volunteers that we have been able to make such progress. I am confident that things will only continue to improve and that the people of Medway will have the health services that they are entitled to expect."

Chief Executive, Lesley Dwyer said: "I want to pay tribute to Shena's significant achievement as Chair of the Trust. With her determination to ensure the delivery of a quality service to the patients and the local community, she has seen us through a stormy period and we are grateful to her and thank her for her total commitment."

The Trust is currently in the process of appointing a new Chair.

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
- GUM clinic
- Postgraduate Centre
- Education Centre
- Diabetes Centre
- The Atrium
- Restaurant
- Coffee shop
- Outpatient areas 1 to 7
- Emergency Department
- Sunderland Day Case Centre

Meet our partner governors

Did you know that we have six people on our Council of Governors whose role is to act as a link between the Trust and key community organisations? We talk to two of them here:

Mandy Stevenson is a partner governor, representing the University of Greenwich, where she teaches nursing and midwifery.

Mandy says: "My role as a partner governor is to build stronger links between the university and the Trust. Today's students are tomorrow's employees. It's really important that as students make the transition from university into work, they feel supported. I hope I can bring my academic expertise to help the Trust develop its education and training plans and provide that support.

Mandy is passionate about the local area and teaches on the University's campus here in Medway. She says "I wanted to become a governor of the Trust because I have lived and worked in Kent since I was four." She adds: "There is so much talent here in the community in Medway and I want to do whatever I can to encourage local people to come and work at the Trust."

Like Mandy, Dr Claire Thurgate joined as a partner governor in spring 2016. Claire is a director at the Faculty of Health and Social Care at Canterbury Christ Church University.

Claire says: "I am not a resident of Medway so I bring different experiences and a different perspective to the governors. But just like all the other governors I want to bring my skills to develop and support the Trust. My passion is about supporting the workforce and I want to help the Trust recruit more people. I'm a champion of apprenticeships and I would like to help the Trust work with schools so that students see the Trust as a major local employer where they'd like to work."

Asked why she wanted to become a governor, Claire says: "I'm a nurse by background and I feel a sense of duty to put something back into the community. I'm pleased to have the opportunity to do that."

Our other partner governors are Councillor David Brake from Medway Council, Councillor Adrian Crowther from Kent County Council, Dr Peter Nicholls from the University of Kent and Chris Harvey, representing the League of Friends.

Pictured top right: Mandy Stevenson
Pictured below: Dr Claire Thurgate



Mandy Stevenson



Claire Thurgate

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 Maritime Hospital, 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 24 November 2016,
1.30pm
Trafalgar Conference Suite,
Level 3, 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 will continue to provide 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 NHS Improvement (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. 3602

CROSS CODE

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

ABCDEFGHIJKLMNOPQRSTUVWXYZ

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

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

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

MAGIC SQUARE

DIRECTED A TEACHER

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

Quiz Challenge

1. In 1987 what natural event delayed the start of the Cheltenham Gold Cup for eighty minutes?

2. In which Balkans city was the Archduke Franz Ferdinand assassinated in 1914, thus precipitating the First World War?

3. In which American state is Cape Cod?

4. What colour is taupe?

5. In card games what name is given to a suit which outranks the others?

6. Who wrote the novel The Woodlanders?

7. What are the songbirds of the genus Sylvia better known as?

8. What does a frugivore eat?

9. Nicole Richie starred alongside fellow socialite Paris Hilton in which reality TV series?

10. The name of which breed of dog means badger hound in German?

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.

S	I	N
A	C	E
F	A	T

L								
A	X	O						
T	X	R	X	O				
O	X	N	X	Y	X	H		
V	Y	L	Y	U	Y	S	Y	C

FIVE ALIVE

DS	PE	OP	TR	TH
PU		OP		UA
VO	AP	EL	NE	TS
EO		AR		TC
LT	OE	RA	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

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

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

EQUALISER

6	6	
13	3	2
3	3	
5	3	4
1	4	

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 Francis I; 2 Heartbeat; 3 Portugal; 4 Asti; 5 Valhalla; 6 The Social Democratic Party; 7 Simply Red; 8 Fructose; 9 12 Years A Slave; 10 A person who is chronically ill.

CROSS CODE

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

EASY SUDOKU

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

HARD SUDOKU

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

MAGIC SQUARE:

soap; once; acer; pert.

WORD PYRAMID:

Freehold for sale.

EQUALISER:

Clockwise from top left – subtract; add; divide; multiply. Total: 4.

CRYPTIC CROSSWORD:

Across – 1 Thumbs up; 6 Hide; 8 Piqued; 9 Callow; 10 Decoration; 12 Argued; 14 Sprout; 15 Overacting; 19 Isobar; 20 Paving; 21 Feed; 22 Ordinary.

Down – 2 Heir; 3 Mould; 4 Seduced; 5 Pacer; 6 Holster; 7 Duologue; 11 Crevasse; 13 Unrobed; 14 Slipped; 16 Curio; 17 Gavin; 18 Oner.

QUICK CROSSWORD:

Across – 1 Modicum; 5 Stiff; 8 Awe; 9 Skid lid; 10 Prior; 11 Solve; 13 All-time; 15 Rise; 17 Plaits; 19 Armlet; 22 Lane; 24 Canteen; 26 Asset; 29 Aisle; 30 Uniform; 31 Col; 32 Exact; 33 Suggest.

Down – 1 Masks; 2 Drill; 3 Culvert; 4 Madras; 5 Sepal; 6 Initial; 7 Ferment; 12 Oil; 14 Lean; 16 Isle; 17 Pickaxe; 18 Amnesia; 20 Reading; 21 Ere; 23 Annuls; 25 Erect; 27 Snore; 28 Tempt.

FIVE ALIVE:

(1) Across – Mourn; Matin; Yeast. Down – Mummy; Ultra; Nonet.

(2) Across – Wrote; Drove; Worms. Down – Widow; Odour; Evens.

NONAGRAM:

acute; acuter; auteur; cruet; curare; curate; cure; curé; curer; curt; CURVATURE; curve; curvet; cute; cuter; ecur; eruv; recur; truce; true; truer; urate; urea; uvea; vatu; verruca; vertu.

CRYPTIC CROSSWORD

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

ACROSS

DOWN

1. Sack removed from barrel (4)

2. Scent of a wanderer, say (5)

4. Having had too much food, became the target of a taxidermist! (7)

3. What prayer in church may well be doing (8)

8. Anticipating store falling over (12)

4. Cost I'm reviewing of the television programme (6)

9. Last revolting wild animal found in a stable perhaps (8)

5. Not the sort of customer to pursue for a fair deal? (4)

10. Case for some free tuition (4)

6. Throwaway food! (7)

12. Moving forwards while prying (6)

7. Someone of rank will understand louse on a railway (9)

14. Largo I performed for the girl (6)

9. Abrasive substance found on the beach, a piece of litter perhaps (9)

16. The Atlantic, it's a small lake! (4)

11. An even quality (8)

17. Try a left turn to get insincere praise (8)

13. Ray's bun, same sort (7)

20. I am and he is in it (7,5)

15. Grasp the eggs (6)

21. Return game about equal (7)

18. Press examine contents of county (5)

22. Blue bags reported (4)

19. Did not touch port (4)

QUICK CROSSWORD

1	2	3	4	5	6	7
				8		
9					10	
	11			12	13	
14			15	16		
17		18		19		20
					22	
23					24	25
				26		27
28				29		
30					31	

ACROSS

DOWN

1. Punish (8)

24. Assignment (5)

5. In addition (4)

28. Select group (5)

9. Small pilchard (7)

29. Chapter title (7)

10. Middle Eastern country (5)

30. Limp (4)

31. Long-term plan (8)

11. Sugary (5)

13. Powerful, convincing (6)

15. Deal with, handle (5)

17. Whip (4)

19. Rowing blade (3)

20. Sort (4)

21. Food pulp (5)

8. Berkshire racecourse (5)

12. Freshwater fish (5)

13. Proofreading mark (5)

14. Wood hyacinth (8)

16. Listening organ (3)

18. Subdivision (7)

21. Clean feathers (5)

22. Misprints (6)

25. Aromatic vegetable substance (5)

26. Sharpen (4)


27. Repulsive (4)

news@Medway listening to you

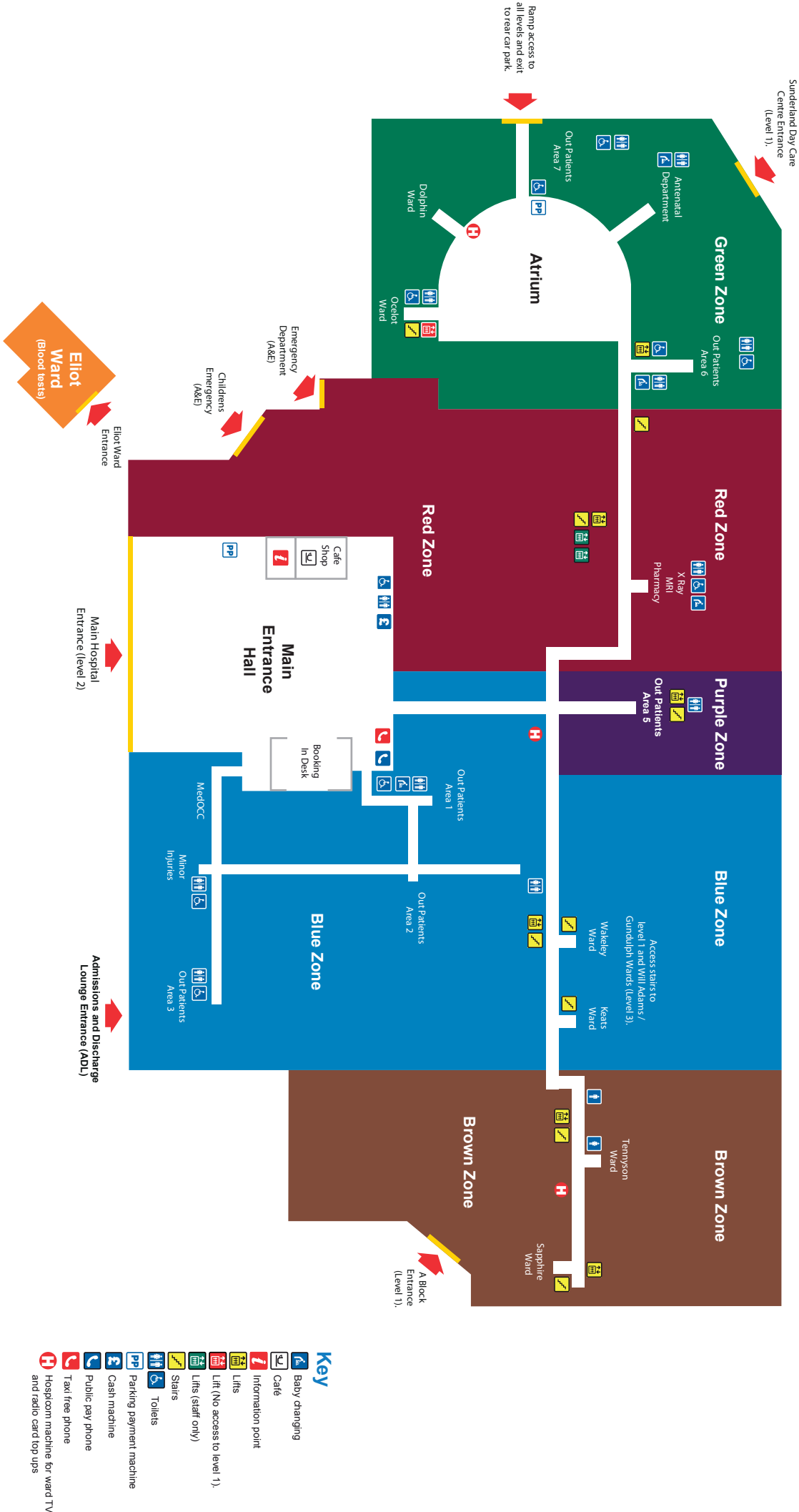
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Email: michael.addley@medway.nhs.uk Designed by graphics@uhb.nhs.uk

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Finding your way around



Department Locations

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

Accident & Emergency (Childrens) A&E	Red 2	Dermatology	Green 3	Management Office	Blue 2	Pharmacy Dispensary	Red 2
Accident & Emergency (Childrens) A&E	Red 2	Dickens Ward	Blue 1	Maxillo-Facial Surgery (Outpatients Area 6)	Green 2	Phoenix Ward	Green 3
Acute Medical Unit / Lister Ward	Red 3	Dolphin Ward	Green 2	McCulloch Ward	Green 3	Physiotherapy	Blue 2
Admission & Discharge Lounge	Blue 2	Early Pregnancy Assessment Unit (EPAU)	Green 2	MedDoc	Blue 2	Plaster Theatre	Purple 2
Ambulatory Care Unit	Red 3	Eliot Ward	See Map	Medical Infusion Suite	Brown 1	P.O.C.U. (Pre Operative Care Unit)	Green 3
Antenatal Department	Green 2	Emergency Gynaecology Unit (EGU)	Green 2	Milton Ward	Brown 2	Podiatry	Blue 2
Appointments Desk (Main Entrance)	Red 4	Endoscopy	Green 1	Minor Injuries	Blue 2	pPCI (Cardiac Catheter Suite)	Brown 1
Arethusa Ward	Green 2	ENT	Green 2	MRI Department	Red 2	Pre Assessment Unit	Eliot Ward
Breast Care Unit	Red 2	Fetal Medicine Centre	Blue 2	Nelson Ward	Blue 1	Rheumatology (Outpatients Area 5)	Purple 1
Blood Tests (Phlebotomy)	Eliot Ward	Fracture Clinic	Green 2	Neurosciences Unit	Brown 1	Ruby Ward	Purple 2
Bronte Ward / High Dependency Unit (HDU)	Brown 2	General Office (Main Entrance)	Brown 1	Nuclear Medicine	Blue 2	Sapphire Ward	Brown 2
Café & Shop (League of Friends, Main Entrance)	Green 2	Gentio-Urinary Medicine (G.U.M.)	Green 3	Occupational Therapy & Hand Therapy	Green 2	Security Desk (Main Entrance)	Brown 1
Cancer Care Team (Richard Watts Unit)	Brown 1	Gundulph Ward	Green 2	Orliver Fisher Neonatal Unit	Green 4	Shop (League of Friends, Main Entrance)	Red 2
Cardiac Catheter Suite	Green 3	Gynaecology (Outpatients Area 7)	Blue 1	Orthodontics (Outpatients Area 6)	Purple 2	Shop (League of Friends) 24 hours in A&E	Blue 2
Cardiology (Outpatients Area 7)	Green 2	Harvey Ward (Acute Stroke Unit)	Green 2	Orthopaedics (Outpatients Area 5)	Purple 2	Speech & Language Therapy	Green 1
Cardiorespiratory (ECG) Dept.	Green 3	Hearing Aids (Outpatients Area 6)	Blue 2	Osteoporosis Unit	Blue 2	Sunderland Day Care Unit	Green 4
Car Park Enquiries (Main Entrance)	Blue 2	Keats Ward	Green 4	Out-Patients Areas 1, 2 & 3	Purple 2	Surgical Assessment Unit (SAU)	Green 3
Cedar Room	Blue 2	Kent Ward	Green 4	Out-Patients Areas 6 & 7	Blue 2	The Birth Place	Green 4
Chapel / Prayer Room	Blue 2	Kingfisher Ward	Red 2	P.A.L.S. (Patient Advice & Liaison Service)	Purple 2	Trafalgar Ward	Brown 2
Chaplaincy & Spiritual Care	Blue 2	Imaging Recovery Room	Purple 3	Pathology	Green 4	Tennysen Ward	Red 2
Christina Rossetti Day Hospital	Purple 1	Intensive Care Unit	Brown 1	Patient Affairs (Main Entrance)	Green 4	Ultrasound	Green 3
Coffee Lounge	Purple 3	Lister Ward	Red 3	Pearl Ward	Green 5	Victory Ward	Blue 2
Coronary Care Unit	Red 2	Macmillan Cancer Care Unit	Brown 1	Pembroke Ward	Green 2	Wakeley Ward	Blue 2
C.T. Department	Blue 2	Magpies Centre	Green 2	Penguin Assessment Unit / Dolphin Ward	Green 2	Will Adams Ward	Blue 3
Day Surgery Procedure Suite	Blue 2	Main Reception & Enquiries (Main Entrance)	Green 2			X-ray (North & South Wing)	Red 2