



Medway  
NHS Foundation Trust

# news @ Medway

Spring 2023



## TIME TO CHIME

Special moment  
marks end of  
cancer treatment

Praise for new  
Sheppey Frailty Unit

Our thanks to  
the community



Best of care  
Best of people

# A special year for the NHS

As the weather warms up and we leave a challenging winter behind, a sense of renewed optimism is beginning to spread throughout the Trust.

The first shoots are beginning to appear on the ground, and equally within the Trust we are starting to see real shoots of progress as we continue with our focus on getting things right for our community; that means ensuring our patients spend less time in the Emergency Department, wait less time for an outpatient appointment, scan or surgical procedure, and ensuring that medically well patients leave hospital sooner.

Across the Trust more and more staff are using our Patient First methodology to improve care for our patients, and this is starting to deliver real improvements— you can read much more about that in this issue.

This year is a very special year for the NHS as it celebrates its 75th birthday on 5 July. The NHS was created in 1948 in an ambitious plan to bring good healthcare to all. For the first time, hospitals, doctors, nurses, pharmacists, opticians, and dentists were brought together under one organisation to provide healthcare free for all at the point of delivery.

I feel incredibly honoured to work for the NHS and to serve our community; the NHS has touched so many lives in the last 75 years and that it is something that, as a nation, we should rightly be proud of. We have planned

a fitting programme of activities to celebrate the occasion, and you can find out more about these later in this issue.

Finally, I wanted to offer a personal apology to our community; the winter has been incredibly difficult for us all, and I know that as result of the pressures the NHS has faced, some patients have waited much longer for care than we would like. I know that isn't right, and I know that our community deserves better, and we remain committed to working hard over the year to ensure we are not in a similar position when winter hits in 2023.

Thank you for your ongoing support.

*Jayne*

**Jayne Black**  
Chief Executive

## Improving access to emergency care

Since launching a new care model within the Emergency Department in October 2022, the Trust has seen major improvements to its performance for ambulance handovers, becoming one of the top Trusts in the country.

The national guidance states that patients arriving by ambulance must be handed over to the care staff within 15 minutes, with none taking more than 30 minutes.

The creation of our 'Acute Medical Model', coupled with the hard work of staff in the Emergency Department, has brought a far more comprehensive approach to managing patients on a same day basis and increased collaborative working for urgent and emergency care.

As a result, Medway has become one of the busiest and best performing sites in the region for ambulance handovers. This has helped to improve the way we care for our patients while also assisting our partner organisations, such as the South East Coast Ambulance Service (SECAmb), to free up ambulances and staff to treat patients more quickly.



## New free app to help patients wait less for urgent care

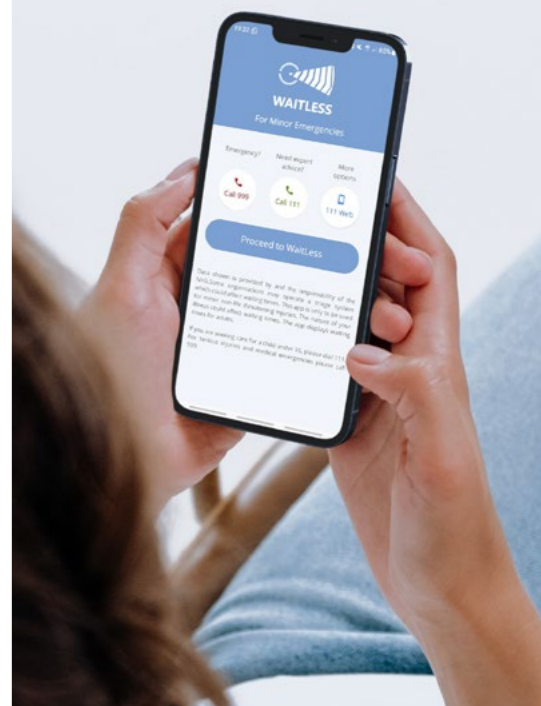
Patients in Kent and Medway are now able to use an app to view waiting times at urgent treatment centres (UTCs) and minor injury units (MIUs).

The WaitLess app will help patients who have decided to go to a UTC or MIU make an informed choice about which site to visit.

It displays the number of people waiting and the longest waiting times, along with travel information, so patients can decide to visit a site that is not so busy.

The app is available free from iPhone App Store and Google Play Store – search WaitLess.

More information about using the right health service is available at [www.stopthinkchoose.co.uk](http://www.stopthinkchoose.co.uk)



## Friends and Family Test



Our Friends and Family Test (FFT) provides patients, as well as their carers and loved ones, the opportunity to leave feedback on their care and treatment anonymously.

We encourage you to be as honest as you can about our services, staff, and procedures as your feedback allows us to make the changes that matter to you, and in turn helps to improve the experience for others.

To complete the survey either use the camera on your handheld mobile device to scan the QR code displayed on posters and / or pull-up banners in the area you have accessed one of our services, or [visit our website](#).

## Community diagnostics centres set for Medway and Swale

Plans have been confirmed for the creation of a Community Diagnostic Centre (CDC) hub at Sheppey Community Hospital, and a CDC spoke site at Rochester Healthy Living Centre.

Both sites will provide a range of new diagnostic services, including CT scans, MRIs, ECGs and x-rays; and will significantly improve access to these services.

Work is due begin in spring 2023, with new services being introduced over a two-year period, working towards a seven-day service by 2025.

The focus of the project is to increase the capacity of diagnostic services to meet the needs of the local population, ensuring everyone has equal access, and to reduce travel times.

### The News at Medway team

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# Praise for new Sheppey Frailty Unit

We have officially opened our new Sheppey Frailty Unit at Sheppey Community Hospital in Minster, and patients have been quick to praise the new service which aims to provide care closer to home for people in Sheppey and Sittingbourne.

Since launching in January, the Trust's Frailty Team has cared for and discharged scores of grateful patients from Swale, including 83-year-old Beryl Costin (pictured left) from Minster, who was one of the first people to be admitted to the unit. Beryl said: "It's been absolutely wonderful – I've been so well looked after and the staff have been so caring and responsive. I couldn't ask for a better experience and I would recommend it to anybody."

"My son and daughter both live on the Isle of Sheppey so they have been able to visit easily – at my age, it makes such a difference coming to a hospital that is closer to my home."

Significantly, the opening marks the first time the Trust has had a unit run entirely by its staff, offering access to the same levels of acute care, away from the main site at Medway Maritime Hospital in Gillingham. The initiative will also help to create capacity to treat more elective patients and help reduce Referral to Treatment (RTT) waiting times, in line with our Patient First improvement plan.

Jayne Black, Chief Executive at Medway NHS Foundation Trust, said: "We are delighted that the launch of the Sheppey Frailty Unit has been such a great success, and we look forward to seeing it develop for our patients in Swale. We have worked closely with the Integrated Care Board and Medway and Swale Health and Care Partnership on the project, and we thank all our hardworking colleagues and partner organisations who helped turn the plan into reality so quickly, including the team at NHS Property Services."

"This is another clear example of how we are trying to increase access to care for patients across Medway and Swale, and it will be followed by the creation of a Community Diagnostic Centre (CDC) hub at Sheppey Community Hospital, and a CDC spoke site in Rochester later this year."

• Pictured: Sheppey Frailty Unit Patient, Beryl, with Matron Haley.



## Listening to your feedback

To support the opening of the Sheppey Frailty Unit, the Trust engaged with the local community and stakeholders to hear their views and gather feedback.

Public Governors representing Swale joined weekly operational meetings and gave valuable input from a public/patient perspective. A briefing was held with Healthwatch Kent and Medway and we carried out two engagement sessions at Sheppey Community Hospital in

January 2023, supported by clinical staff and Trust Public Governors. We also captured feedback by email, in person and through social media. Most respondents said it was good to see the NHS making use of vacant space in the community hospital and providing care closer to home. They also welcomed shorter journey times and easier parking.

As a result of this engagement, the Trust will be exploring a suggestion to introduce a volunteers' scheme to



befriend and support patients at Sheppey Frailty Unit.

You can find out more about the Sheppey Frailty Unit on our website:





# Toddler rings bell to mark end of cancer treatment

After three years of silence, a bell on a children's ward for young cancer patients to ring to mark the end of their treatment is finally chiming.

Two-year-old Tadhg Mealey and his mum Courtney were invited back to Dolphin Ward so the toddler could ring the End of Treatment bell, almost two years to the day since his treatment ended.

Although the bell has been on the wall of the ward since early 2020 it was installed just a few weeks before the COVID-19 outbreak meaning no child or young person who had completed their treatment was able to ring it during the pandemic due to visitor restrictions.

Now visitor restrictions have been eased, the Children's Outreach and Specialist Team (COAST) are starting to invite children who completed their treatment during the pandemic, back to the hospital so they can ring the bell which was installed as a symbol of hope.

*"... it signified how far we have come since his diagnosis."*

Courtney, from Wigmore, said: "While he probably doesn't truly understand the meaning of ringing the bell, for me it signified how far we have come since his diagnosis. That chapter of our lives is now behind us and we can move on as his cancer is not expected to return - thankfully."

Tadhg was born on 3 July 2020 with a small lump under his left eye that doubled in size within a matter of days. Fourteen days later he started chemotherapy treatment after doctors diagnosed him the day before with infantile fibrosarcoma, a type of tumour among the soft tissue which is often found in children under the age of one. After seven months of chemotherapy treatment Tadhg underwent surgery to remove the tumour from his left cheek bone on 8 February 2021.

Courtney added: "I'd like to say a big thank you to all of the staff who helped care for Tadhg. He is now a healthy little boy who attends nursery. We wouldn't be where we are today without them."



# Thank you for bearing with us

The last few months have seen a period of sustained pressure on NHS services across the country, and our Trust has been no exception.

Over the winter we have experienced unprecedented demand for our services and challenges with discharging medically fit patients, plus an increase in the number of patients with flu, COVID-19 and other respiratory conditions.

This led to us taking the very difficult decision to declare a Critical Incident at the end of last year; thanks to the incredible efforts of staff, we were able to stand the incident down quickly, but we know that some patients were still affected. We would like to thank those who had appointments cancelled for their understanding during this very challenging time.

The pressures that we have faced have also meant some patients waiting in our Emergency Department for much longer than anyone would like, and at times we have also had to make use of temporary bedded areas, and, regrettably, hospital corridors.

We know that these are not the right environments to care for our patients, and it is something that we have done everything we could to avoid.

Throughout this period, our staff have continued to work tirelessly in the face of impossible circumstances to provide the very best care. Despite this, we know that there have been some times where patient care has not been to the level we would wish to provide. We would like to apologise to any patients who have received care that is not to our usual standard.

Patient safety is always paramount and where we have provided care to a lesser standard, no matter what the extenuating circumstances may be, we will learn from these patient experiences. Our patients have every right to come to the hospital and expect the highest level of care, and our staff are working incredibly hard to provide that.

Thank you to our community for your support and understanding throughout this very challenging time; you can continue to support us by choosing the most appropriate location for your care, ensuring that we can keep the Emergency Department free for our most acutely unwell patients.



## Ward undergoes £1.4 million makeover to improve patient experience

Keats Ward has undergone a £1.4 million makeover.

The work included new flooring throughout, new fire doors, an emergency lighting system, a new nurse call, upgraded LED lighting, and a dedicated staff room and Multidisciplinary Team (MDT) room. In addition, there is now more storage and two areas for direct patient supervision.

As a result of the work the 26-bed ward now cares for frail patients and provides a clinically suitable and comfortable environment to receive acute inpatient care and treatment. In turn the staff working on the ward benefit from a modern, clean and organised workspace to deliver the best of care, to our patients.



## Getting to know the SMART Team

The Surgical, Medical and Acute Recovery Team (SMART Team) is responsible for making sure the virtual ward in Medway runs smoothly for up to 30 patients.

The nurse-led team (pictured above) is made up of consultants, nursing associates, therapy assistants and physiotherapists, and provides a range of acute nursing, therapy care and remote monitoring that allows patients to continue their recovery at home. The service runs seven days a week, from 8am to 6pm, caring for patients in Medway and Swale who are recovering from a range of conditions and treatments.



• SMART Team nurse Jiby assists a virtual ward patient on the phone

This innovative use of cutting-edge technology has been hailed by many as a novel way of freeing up bed space to ease pressures on the NHS – here SMART Team Lead Jackie Hammond explains more about their work...



“Our SMART Team is relied upon more than ever and we’ve made more than 2,400 ‘visits’ in the past six months, of which fewer than half were needed to be seen face-to-face at home by a nurse.

“We continue to work innovatively – in 2021 we introduced the use of balloon-like pumps which can automatically deliver doses of specially selected antibiotics directly into veins throughout the day.

“The unique thing about Medway is that we see this as a general adult ward irrespective of the condition – we can look after patients recovering from surgery or with breathing problems, as well as those with heart conditions and gynaecological patients. Many other hospitals run virtual wards based on one speciality.

“We urge all our colleagues to remember to refer to the SMART Team where appropriate and to avoid unnecessary stays in hospital – if you are a patient please speak to your nurse or a member of staff today about how we can help you to recover and continue your treatment at home. Extensive research has proven that patients recover quicker and better in their own environment; our monitoring pathways allow clinicians to remotely check vital observations like temperature, pulse, respiratory rate, O2 saturations and blood pressure from the comfort of the patient’s home.”

# Patients benefit from Medway League of Friends support

Patients undergoing treatment in the hospital are benefiting from new and updated defibrillators, gynaecological couches and a pharmacy refrigerator, thanks to funding and continued support by Medway League of Friends.

The funds, totalling £107,075, have enabled the Trust’s Clinical Engineering Department to replace 15 defibrillators across the hospital (pictured right). The updated equipment means our clinicians can have more overall control as well as having the options to control the patient’s heart rhythm and pacing.

Our Colposcopy Department received three replacement patient couches. The new model is height adjustable, includes a removable lower section to enable scans to be taken and allows the Trust to be compliant with national recommendations and best practice.



In addition, the Endocrine Department will be able to undertake dynamic function tests in the department thanks to a new refrigerator to hold special medicines (pictured left). The tests are used to help diagnose some complex endocrine conditions and enable staff to start the right treatment sooner and to help them monitor patients who already have a diagnosis and are on special treatments.

Set up more than 50 years ago, The Medway League of Friends is run mainly by volunteers and raises money for local NHS services in Medway through the sale of items in their shops.



**Medway League of Friends**

# Promoting dignity, respect and compassion for end of life patients

A new scheme to promote dignity, respect and compassion at the end of a patient's life has been introduced to our theatre and recovery areas.

Dandelion compassion signs are put on display, with the approval of the patient and / or their families, when a person is expected to die in the next few hours or days, or when someone has just died. The signs aim

to encourage people to create a quiet atmosphere for the patient and their relatives during a very difficult time.

Over the coming months the compassion signs will be rolled out in other areas across the Trust. In the meantime, patients and family members are encouraged to speak to the Nurse in Charge should they like a sign to be put on display.



• Natalie Baxter-Evans, Emergency Clinical Coordinator and Confidential Enquiry into Peri-Operative Deaths (CEPOD) Lead introduced the scheme

## Support for cancer patients

Our cancer information and wellbeing sessions for cancer patients aim to support them with their health and wellbeing and provide practical advice on coping with any problems they might come across.

To book your place on the next session contact Emma Bourke, Macmillan Personalised Care and Support Facilitator, on **01634 974215** or **07798607801** or email **medwayft.rpf@nhs.net**



• Newly qualified midwives Abbie and Charlotte



Dreams of helping to bring new life into the world have become a reality for two former Maternity Support Workers (MSWs) after they become our first home grown midwives.

Abbie Hadlow and Charlotte Slater are the first MSWs to complete a midwifery degree apprenticeship offered through the Trust in partnership with Greenwich University Medway Campus.

The pair were among the first cohort of students, employed by NHS Trusts across Kent and London, to start the three year degree apprenticeship in January 2020 and like any degree it consisted of 50 per cent of academic work and 50 per cent practical placement on a maternity unit. As both of their placements were at Medway Maritime Hospital, not only did it mean they were in a familiar setting with people they already knew, the added bonus was that as it was a degree apprenticeship they both remained employed by the Trust, allowing them to earn while they learn.

Abbie, who had worked as a MSW at the Trust for a year before applying for the midwifery degree apprenticeship, said: "I knew becoming a midwife was my goal even before I applied to become a maternity support worker."

"Now I have completed the apprenticeship I am excited about starting my new role as a qualified midwife and getting my feet firmly on the ground."

Charlotte, who worked at the Trust as a MSW for two years before applying for the midwifery degree apprenticeship, said: "Becoming a qualified midwife was a childhood ambition for me. I would not have been able to financially afford to go to university as an adult but thanks to the Trust offering the midwifery degree apprenticeship I was able to achieve my goal while being financially secure"

Evonne Hunt, Chief Nursing Officer, said: "The midwifery degree apprenticeship provides the Trust with a fantastic opportunity to develop its existing staff and create home grown midwives, both of which will help us to deliver the best of care to women both before, during and after the birth of their child."

*"I knew becoming a midwife was my goal even before I applied to become a maternity support worker." - Abbie*



## Come and join #TeamMedway!

Medway is a great choice for people who want to develop their career in an ambitious and dynamic environment. Flexible working opportunities within the Trust are on the rise, giving employees flexibility on where, when and the hours they work.

We have some great opportunities to join the new Sheppey Frailty Unit, our first 22-bedded ward that is offsite at Sheppey Community Hospital (read all about this amazing new unit on page 4!), plus a variety of other roles available at Medway Maritime Hospital.

Visit: <http://jobs.medway.nhs.uk>

for all our latest vacancies



# Charity news

## Celebrating NHS 75

In July, we will be celebrating the 75th anniversary of our incredible National Health Service.

It's an opportunity to express thanks for our free healthcare system, much envied by people around the world, and to show how much it means to us.

The Medway Hospital Charity exists to support the work of Medway NHS Foundation Trust. At a time of increasingly tough financial challenges within the NHS, the need for charitable donations is vital.

With your help, the charity can buy equipment that falls outside of the

NHS Budget and support projects to enhance patient and staff wellbeing.

If you'd like to say thank you to our NHS, why not take part in an NHS 75 Challenge, starting on 22 April – 75 days before the anniversary on 5 July?

For 75 days you could commit to getting fitter, eating healthier, to stop smoking, to reduce alcohol intake or to practise mindfulness.

All of these activities will improve your health and wellbeing. Who doesn't want to be happier and healthier?

If you could raise money for The Medway Hospital Charity too, that would be amazing.

We will launching our NHS 75 campaign on 22 April 2023 so please look out for more details on our website and social media pages.

If you'd prefer to support us by attending one of our events, then read on!

If you have any ideas/questions, please drop the charity team an email at [medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net) and we'd be delighted to work with you.



## Welcome Sophie!

We'd like to welcome Sophie Cawsey to the charity team from April 2023. Sophie, who is the Trust's Communications and Engagement Officer, is joining the team as our Fundraising and Development Officer on a part-time basis alongside her existing role.

Sophie regularly volunteers for the charity and helped organise the Trust's Summer Fun Day last year.



If you would like to find out more about fundraising for our hospital, please contact The Medway Hospital Charity Team:

01634 825398 | [medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net) | [www.medwayhospitalcharity.org.uk](http://www.medwayhospitalcharity.org.uk)

# Charity news

## Our upcoming events



### London Landmarks Half Marathon

**Sunday 2 April**

Good luck to our 11 runners who are taking part in the London Landmarks Half Marathon to raise money for the Medway Hospital Charity. The 13-mile run around central London is a popular challenge event and the charity team is looking forward to cheering you on!



### Family Fun Day

**Saturday 13 May**

We'd like to thank a massive thank you to Gillingham Football Club for hosting a Family Fun Day at Priestfields to raise money for our children's ward. Entry is £2, under 16s are free with accompanied by an adult.

There will be lots of activities so, pop along to join in the fun and meet special guest Mister Maker.



### Skydive for NHS 75

**Sunday 10 September**

We've added another tandem skydive date for September as our supporters snapped up our charity places for August.

We have availability for five jumpers at Headcorn Aerodrome on Sunday 10 September. If you're looking for an adrenaline rush, this is the event for you!

To secure your place, you will need to pay a £70 non-refundable deposit and raise a minimum of £450 in sponsorship.



### Snowdon at Night

**Weekend of the 5 and 6 August**

As the days are getting longer, now is the perfect time to start training for a challenge event.

Fancy joining us on an amazing night hike up Mount Snowdon? You'll hike up the Welsh mountain during the night and descend during sunrise. We're sure it will be an beautiful sight!

A £65 non-refundable deposit books your place and you will need to raise a minimum £290 in sponsorship.



Just **£1** can make a huge **difference**

[www.makeasmilelottery.org.uk](http://www.makeasmilelottery.org.uk)



Play make a smile lottery in aid of The Medway Hospital Charity

# Supporting World Cancer Day

Back in February on World Cancer Day, Medway Voluntary Action and Macmillan held a 'Year of Listening' coffee morning in the hospital.

The 'Year of Listening' is an exciting new 12-month Kent wide community engagement project.

Medway Voluntary Action (funded by Macmillan to deliver this piece of work in Medway and Swale) is working in partnership with local voluntary and community organisations and groups to engage with local residents to understand the barriers and challenges local people are experiencing in accessing cancer treatment and support services.

We were pleased to have clinicians and members of the public attend this event. Our Lead Governor, Cllr David Brake joined us to show his support. It was great to have a room full of people wanting to make a difference!

Chris Ford, Project Manager from Medway Council's Public Health Team said: "We really enjoyed the event. Speaking to clinicians about our public health services is so valuable and it gave us the opportunity to inform health professionals about

our physical activity programmes to enable more effective signposting and referrals. Thank you."

Diane Renvoize, Support Worker from Carers First said: "What a fantastic event! Without this kind of morning information just would not reach the people who would benefit from it the most."

Lisa Michalowicz, MVA Project lead on the 'Year of Listening' programme said: "A year of listening' is all about dedicating time to listen and gather feedback from the Medway and Swale community about the cancer services they have received so that, moving forward, we can help to shape and the whole community can get involved in.

"We are working closely with our voluntary and community sector peers to deliver local 'listening' events across Medway and Swale. The Engagement and Macmillan teams at Medway Maritime Hospital team have been, and will continue, to be key partners in helping us to deliver the 'listening' and we are very thankful for all of their past and ongoing support for the programme."

Following the success of our February event, the Trust is looking at hosting a similar 'Year of Listening' coffee morning in June.



Full details of this project can be found here:



## Dates for your diary

**Medway Neurological Network and NePDA Fundraising Event**

**Tuesday 11 April, 11am to 3pm**  
Brook Open Space, Chatham

**Riverside English Festival**

**Saturday 15 April, 11am to 5pm**  
Riverside Country Park

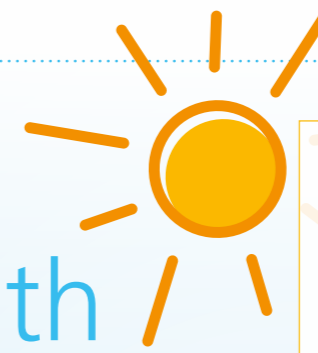
**Public Event: Thrive and Specialist Mental Health Midwife Service**

(supporting Maternal Mental Health Awareness Week)

**Thursday 4 May, 6pm to 7.30pm**

Common Room and Seminar Room 2, Education Centre

# Out and about with our Governors



**In addition to their statutory duties and engagement activities, our governors are also given the opportunity to participate in important assessment programmes at the hospital. These include both national assessments focusing on the care environment, and the Trust's own internal quality assurance visits to clinical areas.**

Two of our public governors share their experiences of recent visits.



I took part in a ward Accreditation Visit in February 2023 and found it very rewarding as a Governor.

Ward Accreditation Visits are part of the Trust's 'Ward 2 Board Assurance Framework' and is a key deliverable of the Trust's Patient Experience Strategy.

The visiting team consists of a variety of internal staff members from different levels and areas, and also external stakeholders.

During the visit, the team members:

- Carry out observation of care and practice
- Talk to patients, once they have consented and to staff
- Review relevant documentations
- Undertake staff listening events, where relevant.

I got to meet many frontline staff who work at the hospital, as well as those who were part of the team undertaking the quality audit.

I interviewed some patients and found their willingness to talk about their individual experiences very helpful and mixed. Most were keen to appreciate the work of the staff and also share any problems.



**Tim Newman**  
Medway Governor



In October 2022, I took part in PLACE (Patient Led Assessments of the Care Environment) visits at the Trust.

PLACE is a national assessment programme that collects data relating to the patient environment. As part of the assessments, I was able to visit different wards and various communal areas to assess aspects of the environment such as:

- How clean the environments were
- The condition of the building, fixtures and fittings
- The condition and quality of signage
- How well the environment protects people's privacy and dignity and supports people with dementia and disabilities
- The quality and choice of food offered to patients.

Overall, I found the whole experience very interesting. It gave me a chance to work in a team with colleagues and managers from volunteer services, housekeeping, laundry services, portering, catering, and facilities management.

I gained a real insight into how things work, how things can go wrong and more importantly, how things are rectified and improved.



**Jay Patel**  
Swale Governor





HELPING  
CHILDREN  
PREPARE FOR  
SURGERY...



A new online Beano comic strip has been created to help children who need to have an operation understand what it's like to have a general anaesthetic and help reduce their anxiety about surgery.

'Dennis has an anaesthetic' takes children aged seven to 11 on a fun-filled journey with Dennis as he prepares to have his tonsils removed, from diagnosis to discharge from hospital. Although Dennis approaches his operation with his usual sense of bravado, he also has lots of questions and feels a bit nervous.

Doctor Samantha Black, who works as a Consultant Paediatric and Perioperative Anaesthetist, and Paediatric Anaesthetic Lead for the Trust, came up with the idea of working with the popular comic while looking at how resources offered to hospitals could be refreshed as one of her first projects as Patient Information Lead for the Royal College of Anaesthetists (RCoA).

Patients, parents and carers can download 'Dennis has an anaesthetic' for free by scanning the QR codes located in the Magpie Centre at Medway Maritime Hospital.



It is also available to download by scanning the QR code above.

## Your Say

Here is a selection of feedback we have received recently through email and our social media channels.



Your Smart Team are amazing! I was home in a day and recovered at home. It's not going to be for everyone but if you have support at home and can free up a bed for a vulnerable patient it's a no brainer.

Congratulations Medway for representing, embracing and inspiring female surgeons!



Had to attend Elliott Ward for a pre assessment today. The standard of care from the Ward Sister and Gareth was excellent. I want to say a big thank you for making me feel less anxious.



I have been an inpatient at Medway Hospital for over a week in PAHU Ward. I have to say the nurses and staff have been amazing with their duty of care. They work so hard and nothing is too much trouble. They don't get the recognition they deserve. Thank you everyone from the bottom of my heart.

## Tell us about your experience!

Your feedback helps us focus on making improvements where you think they need to be made.

You can leave feedback via social media, online via the NHS website [www.nhs.uk](http://www.nhs.uk) – or by filling in a feedback form from the hospital's main reception.

Medway NHS Foundation Trust

Medway\_NHS\_FT

MedwayNHS

## Building a research future

Our Research Team wants to build a research future that is decided by the community.

This all began last year when the Research Team was given funding from the NIHR Clinical Research Network, Kent, Surrey and Sussex as part of their Under-served Programme.

The programme highlighted that in Medway and Swale, we have a large number of smokers and patients with lung disease. However, here at Medway Maritime Hospital we have low recruitment to studies into respiratory conditions.

The Research Team wanted to find out why few people came forward. They carried out a survey in the community and the feedback told us that few people realise that research is carried out at Medway Maritime Hospital.

Last month, the research team invited local residents to take part in a focus group to gather ideas in how to raise the profile of research inside and outside of the Trust.

Laura Adams, Patient and Public Engagement and Involvement Facilitator for Research and Innovation, said:

"Having a focus group with members of the public helped generate some brilliant ideas that we would not have considered as a team. It gave a fresh perspective on the issues highlighted from the survey. With these ideas, we are now looking at what can be implemented quickly and easily and what will require more discussion. We hope to implement as many as possible before the end of the year."

If you would like to keep up-to-date with the research projects at the Trust – why not become a Research Friend.

If you would like to hear more about the Under-served Programme, contact Laura Adams by email: [lauraadams3@nhs.net](mailto:lauraadams3@nhs.net) or call **01634 976750**.



"The hospital and its staff have been fantastic."

I'm contacting you to express my thanks for the staff and services of the Medway Maritime Hospital. I have recently been through a thorough investigation for Prostate Cancer. The Hospital and its staff have been fantastic. I have been treated quickly, with respect and dignity and the whole experience has been outstanding. At a time when the NHS is getting so much criticism I have to say that nothing could have been better. The Urology Department were first class and helped to make an anxious time very bearable.



## Bedside test trialled for pregnant women



The Trust is trialling a bedside test in a new research study for Group B Streptococcus (GBS). The study looks at whether testing pregnant women to see if they carry GBS reduces the risk of infection in newborn babies compared to the current UK strategy.

This means all women who are pregnant and give birth at our hospital will be tested for GBS at the bedside at the start of labour.

We are making sure the test is offered to all women. If you are not offered the test and want to take part, please ask your midwife.

If you want to opt out of your data being used for the study, you can go to the NHS website and complete the form.

For more information, contact the Research Team on **01634 976669** or [met-tr.medwayresearch@nhs.net](mailto:met-tr.medwayresearch@nhs.net)



# Are you feeling **LUCKY?**



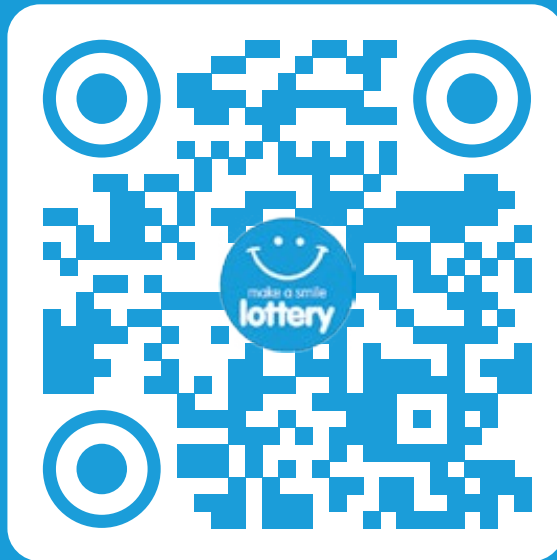
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You can sign up to make a smile lottery on a regular basis for as little as **£4.34** a month. We also offer the option to buy single tickets at **£1** per play, if you want to give **The Medway Hospital Charity** that little bit of extra support from time to time,  
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