

news @ Medway

Summer 2023



“ I’m one little cog in the wheel...” ”

Trust stalwart reflects on 75th year of the NHS

NHS 75

Trust Maternity services maintain 'good' rating

Celebrating our people - awards and recognition



Best of care
Best of people



A reason for celebration

This summer we celebrate an important moment in history – the 75th birthday of the NHS.

NHS 75

Since its birth in 1948, the NHS has become a symbol of hope, compassion, and resilience. This important occasion not only calls for celebration (more on that later in the issue) but also offers an opportunity to reflect on the vital role the NHS plays in society.

The NHS is one of the few totally publicly funded healthcare services in the world and it has treated and saved the lives of millions of people. Each one of those patients was treated on a basis of their need rather than their ability to pay.

The NHS remains a pillar of British society, cherished by the general

population and recognised globally for its achievements. Its impact is felt in every corner of the country, from major cities to remote villages, providing medical assistance, preventive care, and life-saving treatments.

Medway Maritime Hospital has provided NHS care since 1961 (previously it was a naval hospital) and we are so incredibly proud to be at the heart of our community – here for you 24/7.

I am a nurse by background and when I reflect upon my career I do so with great pride and with hope. Pride because it has been an honour to be there to help others, and in my

own small way make a difference to people's lives; and hope because despite the challenges it has faced, I know that the NHS will continue to improve and be there for all who need it - for many more years to come.

I know I speak for our entire workforce when I say how much of an honour it is to be a part of this incredible institution, and I hope you will all join us in the celebrations.

Jayne

Jayne Black
Chief Executive



Reducing pressure in your hospital

Two initiatives introduced recently in Medway and Swale are helping cut waiting times in the Emergency Department at Medway Maritime Hospital, and enabling some patients to receive inpatient care closer to home in Swale.

The introduction of virtual wards, and the opening of the new Sheppey Frailty Unit at Sheppey Community Hospital in Minster on the Isle of Sheppey, have been developed as part of a national scheme known as the HARIS project (which stands for Hospital Ambulance Reception Improvement System).

The HARIS project is designed to support hospitals and ambulance services to hand over patients safely and without delay to reduce pressure within the system and improve the experience of patients both in the hospital and in the community.

You can read more in the articles below, and keep an eye out for further updates to learn how this project develops for patients across Medway and Swale:

- [The Sheppey Frailty Unit at Sheppey Community Hospital in Minster](#) 
- [Virtual wards at Medway Maritime Hospital](#) 



New baby?



If you have recently given birth you may be invited to take part in this year's NHS Maternity Survey.

The survey helps to improve maternity care services overall by reporting on the experiences of pregnant people.

More information can be found at

www.cqc.org.uk/news/tell-us-what-your-maternity-care-was-like-2023 

Face mask policy



Please remember that disposable face masks still need to be worn by patients, visitors and staff in the following areas, unless you are exempt, or you wish to wear one in other areas of the hospital:

- Lawrence Ward
- Galton Day Unit

Masks are available in the main entrance and in the areas where masks must be worn.

Trust café open to public



The Trust's deli and coffee counter Below Deck Galley (Level 1, Purple Zone) is open for visitors and people attending appointments from 3pm to 7pm Monday to Friday and 8am to 7pm on Saturday and Sunday. Outside of these times it is open to Trust staff and members of the emergency services only.

There is a range of hot and cold drinks, snacks, cakes, sandwiches and salads available. Payment is by card only.

The News at Medway Team

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• Chief Executive Jayne Black (second left) pictured with some of the maternity team after hearing the good news!

We are good!

Following a recent inspection by the Care Quality Commission (CQC), maternity services at the Trust have maintained their 'good' rating.

The CQC noted good practice in several areas, with positive comments within the report about the care provided in the hospital's maternity unit. The report commends the maternity services offered, including initiatives such as Call the Midwife, which is a 24-hour-a-day triage phone service answered by experienced midwives, and Team Aurelia, a multi-disciplinary team which focuses on elective caesarean births.

"We remain committed to providing the outstanding service that the people of Medway and Swale expect and deserve."

Bereavement facilities, which include a dedicated sound-proofed space for families to spend time after a baby loss, were described as outstanding.

Other areas singled out for praise included infection prevention and control, and the 'visible and approachable leadership' within the unit.

In addition, CQC inspectors found that:

- People using the service were given choices over the place where they could give birth
- People using the service were receiving safe care, with risk assessments being completed and updated regularly, and action being taken to remove or minimise risks where they were found
- Staff knew how to raise concerns and how to report incidents. There had been no 'never' events on any of the maternity wards in the last 12 months. A 'never event' is a serious incident that could be prevented.

Chief Executive Jayne Black said: "I am delighted that the CQC has recognised the good practice within our maternity services.

"I am very proud of our team, and I am so pleased that the inspection team saw first-hand the excellent care they provide in our maternity unit.

"We know there is still more that we can do to improve, and we remain committed to providing the outstanding service that the people of Medway and Swale expect and deserve."

On this occasion the CQC did not inspect other services, and therefore the rating for the Trust remains as 'Requires Improvement.'

The gift of life is in your hands

Being an organ donor and tissue donor is a generous decision that can save or transform the life of someone else, but this relies on donors and their families agreeing to donate their organs or tissue.

One donor can save up to nine lives from organ donation, and even

more by donating tissue. Not many people die in circumstances that make it possible for them to donate their organs though, which is why every potential donor is precious.

You can choose, at any time, whether you want to be an organ and tissue donor when you die but it's important that share your decision with your family as they will always be involved before organ and tissue donation goes ahead and they will be expected to support the decision you make.



• Tristan and Gill on their wedding day

Families find it easier to support organ donation when they already know what their relative wanted.

Dr Gill Fargher, Chair of the Trust's Organ and Tissue Donation Committee, has been an advocate and champion for organ donation since the sudden and tragic death of her beloved husband Tristan in January 2015.

She said: "The subject of organ donation came up when I was told



To allow more people to save more lives the law around organ donation in England has changed. This means that it will now be considered that you agree to become an organ donor when you die, if:

- you are over 18;
- you have not opted out;
- you are not in an excluded group.

You still have a choice whether you want to become an organ donor or not, and can register or amend your decision at any time in the following ways:

- www.organdonation.nhs.uk
- Via the NHS App in England
- By calling 0300 123 23 23.

that he was going to die. Tris and I had talked about organ donation in the past and I knew what he would have wanted. It made the decision to donate his organs somewhat easier.

"My life was shattered but I know that because of Tris, four people have had their lives saved or transformed. We donated his corneas and kidneys."

Working hard to improve patient safety

Colleagues across urgent and emergency care have been working hard to better recognise deteriorating patients and reduce avoidable cardiac arrest calls (2222 calls), in line with a key objective set out in our Patient First improvement plan.

The team on Lister Ward (pictured) has led from the front, having achieved a six-month sustained reduction of avoidable 2222 calls.



They implemented a range of quick actions to improve the quality of care, preventing patient deterioration and reducing demand on services. This included introducing twice-daily safety huddles for complex patients requiring more detailed monitoring, as well as increased oversight by senior ward

staff to ensure documented treatment plans were in place and up to date when escalation was required.

As a result of their hard work, the Trust managed to sustain a reduction of avoidable 2222 calls within acute and emergency care, falling on average from five calls to one call per month.

Right time, right place for off-duty nurse

A pensioner whose heart stopped for 10 minutes has personally thanked the off-duty nurse who helped to save his life while she was on the school run.

By Haley Pierre

Geof Turner had just arrived at Swingate Primary School in Lordswood, to collect his granddaughter when he suffered a cardiac arrest close to the school gate.

Sam Moynes, who works as Senior Sister for the Trust's Acute Response Team, was walking towards the school to pick up her daughter when she spotted Geof on the floor and a member of the public about to put him in the recovery position.

After rushing over to help, Sam discovered Geof had no pulse and started chest compressions. It then became a team effort between Sam, other parents and school staff to save the pensioner's life.

The mum of two said: "The first parent on the scene called for an ambulance and two parents ran to the school office and brought back an automated external defibrillator (AED) after I asked them to go and see if they had one.

"The school's first aider and another parent helped to deliver chest compressions before and after I used the defibrillator to deliver the first shock. Meanwhile, the school's caretaker found some tarpaulin for people to hold up to protect young eyes from seeing the traumatic scene, and parents and pupils were diverted through another gate to maintain Geof's dignity."

"I'm most fortunate that Sam was there at the right place at the right time."

After 10 minutes of working on Geof, Sam gave him a second shock just as the paramedics arrived on the scene. Thankfully, he regained a pulse. He was given oxygen and an ECG was carried out before the ambulance took him to Medway Maritime Hospital where he was admitted on to the coronary care unit for investigative work.

Geof, 69, who was down from Stafford visiting his daughter when the medical episode happened, thanked Sam personally for saving his life after they were reunited on the unit.



• Geof was visited by daughter Emma in the coronary care unit at Medway Maritime Hospital

He said: "I'm most fortunate that Sam was there at the right place at the right time.

"The more people that learn CPR and how to use an automated external defibrillator (AED), the better chances it gives to people like myself who are totally unaware they have a problem and end up being confronted with something which can kill them."



• Pictured right: Geof is now back at home recovering after undergoing heart surgery

[Click to watch: Geof and Sam reunited](#)



Refurbished League of Friends café and shop now open

Our League of Friends shop in the main entrance of the hospital has now reopened following a major refurbishment.

The refit was planned to bring visitors and patients a greater choice of refreshments and an improved shopping experience.

The new café and shop offers patients, visitors and staff improved layout and

OPEN

Monday to Friday **8am to 8pm**
 Saturday and Sunday **8am to 6pm**
 Bank Holidays **8am to 4pm**

The cafe seating area will close 30 minutes before the shop.



seating for better accessibility, a new barista style coffee area and introduces a range of hot food as well as chilled foods.

It will be by run by our League of Friends volunteers. Their aim is to provide funds and support to enhance the care and welfare of patients, staff and other users of health services in the Medway area.



Lift project on track

Work is continuing on two new lifts in courtyard three with the steelwork frame now in place.

The works are being overseen by the Trust's Capital Projects Team as well as local contractors and design experts.

The £1.8 million project began in October 2022 and aims to provide access to all levels of the hospital in one journey.

Keep an eye out on our social media platforms for further updates on the project.

Special cot helps grieving parents make memories

A vital piece of equipment that allows parents to spend precious time with their baby after they have died has been donated to the Trust by baby loss charity Abigail's Footsteps following a donation from the East Kent Freemasons.

The Abi Cooling Cot helps to keep the baby at a cool temperature meaning the child can stay with their parents for longer, giving them the chance to grieve and say goodbye in their own time. As well as helping the parents to make memories during a particularly traumatic and difficult time it also helps them to start to deal with their grief.

The cot is available for bereaved families to use in Medway Maritime Hospital's two dedicated bereavement suites, Bluebell and Abigail's Place. The bereavement suites provide parents with a safe and comfortable space to spend time with their baby and receive visits from family and friends.



Lead Specialist Bereavement Midwife Yvonne Morrison (second left) and Director of Midwifery Ali Herron (second right) with members of the East Kent Freemasons.

Jayne Black, the Trust's Chief Executive, said: "We are extremely grateful for the cold cot donation.

"This is the fourth cot supplied to the Trust by the charity and it will replace the original cot which was donated over 10 years ago.

"Losing a child is something nobody should ever have to go through but for those who do experience the sad loss of a child, either because they have been born sleeping or due to health complications, the cots help to provide many hours of comfort to bereaved families, which would not have been possible without them."

Your Say

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

My daughter has just spent three days on Dolphin Ward after needing emergency surgery. All the staff and play assistants did an amazing job of caring for her, whilst also looking after me. You all deserve medals.



Thankful for the extra time I got to spend with my son while using a cold cot at Medway Maritime Hospital.



I would like to thank all the midwives and students at the Birth Place in Medway Hospital. Especially Amber who delivered our baby. They were all fantastic and looked after us with such care and dignity.



To whom it may concern,
 It is with gratitude I write to say what wonderful service I received from Consultants, Doctors and Nurses at Medway Hospital
 After all the negativity and adverse publicity surrounding this hospital, I would like to place on record a few pointers.
 I was given nothing but top care + respect at all times
 I was rushed in with blood clots on my lungs and eventually put in the High Dependency Ward.
 The care shown by this ward was 1st class and a special mention to Sisters Lauren G, Sister Lisa Smith and staff nurse Esther. A mention also to the housekeepers Yvonne, Karen and Charlotte, who were all so kind.
 I also stayed in Sapphire Ward and looked after by staff nurse Liliha, a mention also to Janita, Mo and Trineess and housekeepers
 Thank you all for looking after me!

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 – or by completing our Friends and Family Test (FFT).

Read more about the the FFT on our website

Medway NHS Foundation Trust

Medway_NHS_FT

MedwayNHS



First Namaste care service in a hospital setting

By Haley Pierre

We're proud to announce that we are the first acute Trust in the UK to introduce a Namaste care service in a hospital setting.

Namaste care is an alternative holistic treatment for patients living with advanced dementia or who are dying. It includes physical, sensory and emotional activities and interactions with a loving approach, all of which are designed to create a calm environment and give comfort and pleasure to patients while they are being cared for.

Emily Brown has been appointed as the Trust's first Namaste Care Practitioner at Medway Maritime Hospital. Her role is to visit wards and provide Namaste care to dementia and end of life (EOL) patients, following a referral from nursing staff, and support family members and members of staff who are caring for the patient too.

She said: "Namaste care means 'honouring the spirit within' and its purpose is to help the person feel calm and safe by stimulating their senses and surrounding them with familiar things. For example, when I am with a patient delivering Namaste care, for sound I might play some music

they enjoy listening to, for smell it might be me putting their favourite perfume on them, taste could be giving them a drink they enjoy and touch might be a hand message or hot towel shave.

"I am proud to be appointed the first Namaste Care Practitioner in the NHS."

The Trust's decision to introduce a Namaste care service followed a successful pilot on Tennyson Ward in 2020, which was instigated by Emily and the End of Life Care Team with Emily leading on the practical side. In 98 per cent of the patients assessed, their mood, pain and overall wellbeing had improved. They were calmer and less likely to wander which meant fewer falls. They ate and drank better meaning their fluid and food intake was good. They were also happy to take their medication.

Jayne Black, the Trust's Chief Executive, said: "We are incredibly proud to have introduced this new model of care in a hospital setting. I truly hope it will inspire other Trusts to look at introducing Namaste care so other patients across the country can benefit too."



Putting you in control of your outpatient appointments

We're in the process of rolling out Patient Initiated Follow-Up (PIFU) appointments to some of our patients.

This means that instead of attending regular follow-up appointments scheduled by the Trust, patients are in control of when they see one of our clinicians as they can book an appointment when they need it most, up to 12 months after the date of their outpatient appointment.

PIFU, which forms part of the Planned Care Improvement Programme, is currently available in Women's and Children's, Cancer Services, Surgical Services, Specialist Medicine, Ear Nose and Throat (ENT), and Trauma and Orthopaedic (T&O). The aim is for it to be available in all of our outpatient services by the end of August 2023.

The benefits for patients are flexibility and choice. It also saves them time and money and reduces the number of journeys they need to make to attend what are sometimes unnecessary appointments.

The benefits for the Trust are that it reduces the number of missed appointments, reduces waiting lists and allows us to deliver more appointments to those who need them most.



Medway goes with the flow

A new centre which will revolutionise patient care at the Trust is due to open in September.

Similar to air traffic control centres at airports, the Care Coordination Centre (CCC), powered by TeleTracking software, will be open 24/7, every day of the year, acting as a centralised hub for bed management - providing a dedicated team of clinical professionals with real-time visibility of bed status across Medway Maritime Hospital.

The centre's operational team will be able to manage patient movement, often referred to as flow, more effectively, ensuring patients are provided with the right care, in the right place, at the right time. In addition, the Trust will be able to balance anticipated demand with availability to maximise bed capacity and achieve the very best levels of care for patients.

Nick Sinclair, the Trust's Chief Operating Officer, said: "The



benefits of the new CCC will extend to both patients and staff across the entire hospital – from improved bed turnaround time, reduced the Emergency Department waiting times and length of stay and improved bed capacity. Not only does this new way of working help to reduce waiting times, but it also means clinical staff have more time to care and spend with patients."

Look out for updates on the CCC in future editions of News@Medway.

Celebrating our people

Medway Annual Staff Awards 2022

The achievements of teams and individuals who have gone the extra mile, or shown great passion and commitment to making the work environment the best it can be for both colleagues and patients, were recognised at our 2022 Medway Annual Staff Awards event earlier this year.

The 12 awards were presented by the Trust's Chief Executive Jayne Black, and the Trust's Chair Jo Palmer.

Colleagues were nominated by their peers in nine categories with Team of the Year and Employee of the Year being chosen from the monthly staff award winners from 2022. The final award, Hospital Hero received more than 50 nominations from members of the public.



Hospital Hero Award Winner Jackie Hammond, Clinical Nurse Lead, SMART, with Trust Chair, Jo Palmer



Local and national recognition for staff

Congratulations to Sarah-Jayne Ambler, Clinical Research Manager in Midwifery, and Macmillan Metastatic Colorectal Cancer Clinical Nurse Specialist (CNS) Karen Hills and Macmillan Gynaecology Cancer CNS Karen Flannery who have all had their work recognised recently.



Sarah-Jayne won the Excellence in Midwifery for Research category in the Royal College of Midwives (RCM) annual awards for a trial project to improve the experiences and outcomes for people with learning disabilities using the Trust's maternity services. The trial brought about immediate and positive changes in care for pregnant people; these included better identification of those with learning disabilities early in their pregnancy and improved staff training.

The team, led by Sarah-Jayne, is now setting out on a bigger research project to find out about the maternity experiences of people with learning disabilities. Right from the start the project involved those with learning disabilities and experience of maternity care, ensuring their voices were heard so that services could be designed to support them better. Once the research project is complete, Sarah-Jayne and the team will use the findings to refine and continue improving the Trust's maternity services for people with learning disabilities.



Karen Hills and Karen Flannery were among a handful of CNSs from Trusts across Kent and Medway who were presented with a certificate and gift voucher during a special awards ceremony organised by the Kent and Medway Cancer Alliance to celebrate and recognise the important role CNSs play in supporting cancer patients.

Karen Hills was nominated for successfully setting up of a new Metastatic Colorectal Service and for showing invaluable knowledge, leadership and collaborative working within the Trust and primary care to support this patient group.

Karen Flannery was nominated for frequently going above and beyond in her role. This was demonstrated in 2022 when she supported a young cancer patient from overseas who was studying in the UK and didn't have any family living in the country. Karen gained the trust of the patient, showing them care and compassion while they were an inpatient at Medway Maritime Hospital.



Read more on our website: [Staff Awards 2022](#)

A very special birthday - celebrating 75 years of the NHS

In 1948 many homes had no indoor toilet and no phone, a quarter had no electricity, and just 14,500 had TVs, and then with only one channel.

Petrol was rationed, while air travel was only for the rich. The country was still recovering from the Second World War, and Britain was pretty colourless.

So much has changed; it's hard to imagine what everyday life was like 75 years ago.

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

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

On Wednesday 5 July we mark the 75th anniversary of the NHS, and the Trust has planned a fitting programme of activities to celebrate the occasion with fun, reflection, and a determination to ensure the years to come make us as proud as the previous 75.

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

NHS 75
1948 - 2023



Celebrate with us!

NHS BIG TEA 5 July

Can you host a Big Tea party on Wednesday 5 July in celebration of the NHS's 75th birthday?

Every fundraising cuppa really does make a difference and if 5 July doesn't suit, you can host a Big Tea party any time during the month.

So, grab your teapot, pop the kettle on and brew a big pot of cash for our beloved NHS!



If you intend to join the 'par-tea' please let us know what you're planning by emailing medwayft.charity@nhs.net or by setting up a fundraising page via the [NHS Big Tea website](#)

Rainbow Day 7 July

Do you know a school or nursery who'd like to take part in our annual Rainbow Day?

Rainbow Day is The Medway Hospital Charity's most colourful fundraising event and is taking place on Friday 7 July.

During the past two years, we have had incredible support from nursery and school staff, pupils and their families.

This year is an extra special year with the NHS turning 75 and we want it to be the BIGGEST celebration yet!

We are looking to grow this fundraising event and would be extremely grateful if your school or nursery would consider hosting a Rainbow Day, not only to brighten up the day for your children and staff, but to do the same for everyone who uses their local hospital.

Rainbow Day is a dress down day where children donate £1 for coming to school in rainbow coloured clothing.



NHS 75 parkrun 8 and 9 July

NHS staff and volunteers, as well as local communities, are invited to 'parkrun for the NHS' at parkrun or junior parkrun events on Saturday 8 or Sunday 9 July.

The NHS 75 parkrun is an opportunity for parkruns and their local communities to acknowledge the huge contribution that the NHS makes to the health of the nation and celebrate all the staff and volunteers, past and present, who have made the NHS what it is.

Local parkruns take place at The Great Lines in Gillingham and Milton Creek in Sittingbourne.

If you'd like to raise money at the NHS 75 parkrun for The Medway Hospital Charity, please link your fundraising page to [Medway Hospital Charity's NHS75 parkrun - JustGiving](#) and we will send you a 'I'm a Medway Hospital Hero' medal once completed to say thank you for your support.



If you would like to find out more about these events and how you can get involved, please contact The Medway Hospital Charity Team by emailing medwayft.charity@nhs.net

Trust stalwart reflects on 75th year of the NHS



NHS 75

To mark the 75th anniversary of the NHS on Wednesday 5 July, we spoke to long-serving Ward Clerk Denise 'Den' Short, who has revealed her pride in achieving nearly half a century of service and spoken of the revolutionary changes she has seen over years.

By William Chambers

Den, from Lordswood, first started working at Medway Maritime Hospital in September 1975 at the age of 16, meaning the now 64-year-old is months away from reaching her 48th anniversary of employment – a milestone she describes as “mind-blowing.”

Den said: “This is my local hospital and I’ve been here more-or-less since leaving school. I feel very proud of my record, despite the challenges that I have faced over the years, but I work with a fantastic team in the Pre Operative Care Unit (POCU) that supports each other massively and is like a family. I can’t really grasp that I am one of the longest-serving staff members – it’s mind-blowing!”

Prior to her time in POCU, Den held a variety of roles across the hospital including as a theatres assistant

where she sterilised and washed instruments, and in the Estates and Facilities Team where she was one of the Trust’s first ever female porters. Den reflects on the changes she has seen throughout the years:

“Of course we are much busier now than ever before, particularly at weekends when patients have operations and treatments as normal. Before, weekend work was considered for emergency cases only.

“I’m one little cog in the wheel that helps the NHS care for so many patients.”

“The other big thing has been the technology – I am no whiz-kid and I didn’t grow up with computers and mobile phones. On the whole I have managed to adjust but if I have problems I always ask my younger colleagues who are very helpful. I can clearly recall working with pens and paper before computers came in. It was a very different way of doing things but you have to adapt and adjust, just like the NHS has done. I think the technology has come on a lot – people can have minimally invasive surgery and operations with robots now, which is great.”

On her future plans, Den added: “I am a fighter and work keeps me going – to me I’ve just been doing my job and I’m one little cog in the wheel that helps the NHS care for so many patients. I’m still coping and still enjoying it and I look forward to a few more years yet alongside my POCU family.”

Medway’s history

With the NHS set to turn 75 on Wednesday 5 July we thought we’d take you on a trip down memory lane.

Take a look at some of the pictures that sit among our library collection that show how Medway Maritime Hospital has changed over the years.

NHS 75



Did you know that...

- The main corridor of the original hospital was almost 1,000 feet long.
 - Hospital staff used to travel from one end of the corridor to the other on bicycles, in response to emergency cases.
 - There was a small burial ground in the corner of the hospital, between York Road and Windmill Road. This was where those who died in the isolation hospital were laid to rest.
 - At different times over the years there have been tennis courts, a cricket pitch and a swimming pool in the hospital grounds.
 - At the Naval Hospital, patients who were able to get out of bed were given long handled mops and were expected to clean the wards.
- Even the bed-ridden had to lay to attention during ward rounds.
- The laundry water tower is a Grade II listed building.
 - In 1914 the hospital and grounds were lit by more than 3,200 “incandescent lamps”.
 - In the mid-60s some of the old wards were used as classrooms by pupils from Fairview School.
 - The one thing that has stood the test of time though is our iconic clock tower which we often light up in different colours to mark awareness days! It cost £100 to build and was paid for by leftover money from the plastering budget. On the inside of the clock tower there are plaques in memory of those who died at the hospital.





Meet our Grounds maintenance team

By Amanda Crawford

Making sure our patients and visitors enjoy a warm welcome and a safe and pleasant experience as they arrive at the hospital is one of the aims of our grounds maintenance operators Stephen Prior and John Parfett, who are part of our Estates and Facilities Team.

Working behind the scenes, they both play a vital role in supporting colleagues to deliver high quality care to patients.

Their early start to the day involves making sure the car parks and front of hospital areas are clean of litter as well as emptying and resetting all the bins.

After that patients and visitors may see them out cutting the grass or doing general work across the site during the day.

Stephen said: "During May, we aim to cut the grass

sympathetically in line with the Trust's environmental policies.

"We also enjoy maintaining the staff courtyard for the benefit of our NHS colleagues."

The team are keen to introduce further improvements including wildflowers and increased maintenance of the grounds, linking into the Trust's plans to continue to provide high quality greenspaces across our estate that encourages wildlife and biodiversity, benefits health and wellbeing and improves air quality on site.



• John and Stephen (pictured above) work hard to maintain the hospital grounds

 [Find out more by reading our Green Plan](#)



State-of-the-art X-ray equipment introduced

New equipment has been installed in the Trust's X-ray department which is set to benefit patients greatly.

Thanks to funding of £440,000 by NHS England, an X-ray room has been upgraded to a state-of-the art Digital Radiographer (DR) unit.

This new equipment has many advantages, notably the ability to produce images instantly, helping to increase the number of patients seen and reducing waiting times.

Importantly, the new machines are more user-friendly, and lighter, giving benefits to our hard-working Radiographers, while the DR aspect of the equipment reduces the movements required within the department, keeping patients comfortable and improving their experience while they are having an X-ray.

Natalie Harris-Sims, General Imaging and Interventional Radiology Lead, said: "This is a fantastic upgrade for both our staff and patients, that allows us to work more innovatively and provide an improved service to the thousands of people who rely on it across Medway and Swale."



Trust receives Veteran Aware accreditation



• Alison Davis, Chief Medical Officer, and Jayne Black, Chief Executive, with the Veteran Aware Accreditation plaque

The Trust has been accredited as Veteran Aware, formally recognising our commitment to the armed forces community.

The accreditation was carried out by the Veterans Covenant Healthcare Alliance (VCHA), a national NHS team, meaning 147 NHS providers across England are now Veteran Aware accredited.

The VCHA's aim is to make sure patients from the armed forces community are not disadvantaged in terms of access to and outcomes of healthcare, because of their military life in line with the principles of the Armed Forces Covenant.

It does this by developing, sharing and driving the implementation of best practice, while at the same time raising standards for everyone.

Jayne Black, the Trust's Chief Executive, said: "I'm delighted the Trust has been successfully accredited as Veteran Aware.

"The accreditation recognises our hard work in demonstrating the Trust's commitment to the Armed Forces Covenant and as an exemplar of the best standards of care for the armed forces community."

[Find out more on our website.](#)





Family Fun Day raises more than £11,000 for hospital playroom

A family fun day at Gillingham Football Club has raised more than £11,000 to refurbish the children's ward playroom at Medway Maritime Hospital.

Organised by Ann McKinnon, who works as a Play Specialist for the Trust, the event proved to be incredibly popular with hundreds of families attending the event on Saturday 13 May.

It was supported by guest of honour, Mister Maker (pictured above with Ann), who opened the fun day and met hundreds of fans, Gillingham Football Club, The Medway Hospital Charity, Hospital Radio Medway, St John Ambulance and more than 40 volunteers.

Ann said: "Organising an event of this size is a team effort and I could not have done this without an amazing support network. Special thanks go to Phil Gallagher (Mister Maker) for opening the event and spending the day meeting fans and to Gillingham Football Club

for allowing us to use the venue. All their staff were amazing, especially Phil Catterick and Gary Newman."

Donna Law, Charity and Fundraising Manager for The Medway Hospital Charity, said: "I'd like to thank everyone who attended the family fun day to raise money for our children's ward. Ann organised a fantastic event and her dedication to raise money for a new playroom on Dolphin Ward is incredibly inspiring."

Thanks to our community's support more than £7,200 was raised on the day, with extra donations coming in following the event. An additional £3,393 was donated through the JustGiving page to bring the grand total to more than £11,000.

If you would like to support the playroom refurbishment, you can still do so through the Medway Hospital Charity's Family Fun Day JustGiving page

CALLING ALL QUIZZERS!

Hospital Radio Medway, The Medway League of Friends and The Medway Hospital Charity are holding a Charity Quiz Night to raise money to update the children's ward's playroom.

It's taking place in our restaurant, Below Deck Dining, from 7pm (for a 7.30pm start) on Friday 30 June.

Teams of up to eight can take part and the ticket price is £6 per person.

Bring your own non-alcoholic drinks and nibbles, plus a few extra pounds for heads and tails and the raffle.

To book your table, please email medwayft.charity@nhs.net



Get involved

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

🌐 www.medwayhospitalcharity.org.uk

Hundreds benefit from NHS Charities Together grant funding

Hundreds of vulnerable people struggling with poor mental health and homelessness are receiving help thanks to an NHS Charities Together Community Partnerships Programme in Kent and Medway.

The £801,959 grant is supporting two projects across the region – a mental health advocacy programme for 10 to 25-year-olds, presenting to hospital emergency departments, and a rough sleeper project.

The mental health advocacy programme for 10 to 25-year-olds is already set up at Medway Maritime Hospital, Darent Valley Hospital and Tunbridge Wells Hospital.

Thanks to a two-year £478,486 NHS Charities Together grant, community follow-up services at these hospitals will be funded, plus new services at

William Harvey Hospital in Ashford and QEQM Hospital, Margate.

Medway Council is working with Emerge Advocacy, a charity providing support for young people aged 10-25, who present to accident and emergency / emergency departments because of self-harm, suicidal ideation and emotional crisis to run the project and the NHSCT Funding is also supporting two part-time, self-harm training officers.

Having provided more than 1,734 treatments for homeless people in west Kent, the rough sleeper project will be replicated in Medway and east Kent where it is hoped the impact will be even greater.

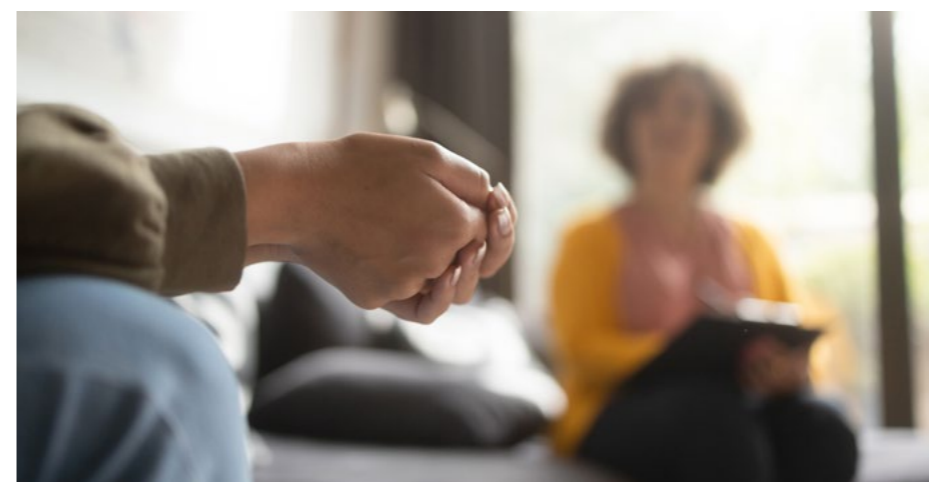
Thanks to £323,214 of funding over 18 months, clinics will be run by Kent Community Health Foundation

Trust (KCHFT), which will provide the complex care outreach nurses and podiatry, while Dentaid will provide a mobile dental van to run clinics in Maidstone, Tunbridge Wells, Tonbridge, Medway, Folkestone, Canterbury and Dover.

NHS Charities Together (NHSCT) funding was made available to groups disproportionately affected by the COVID-19 pandemic.

The Medway Hospital Charity, acting as Lead Charity for the region's NHS charities, is responsible for managing NHS Charities Together's Community Partnership Programme in Kent and Medway.

Donna Law, Charity and Fundraising Manager for The Medway Hospital Charity, said: "We're delighted the Community Partnerships funding from NHSCT has secured more mental health support for young people and access to services for rough sleepers across the region. We would like to thank NHSCT for granting the opportunity to support this valuable work."

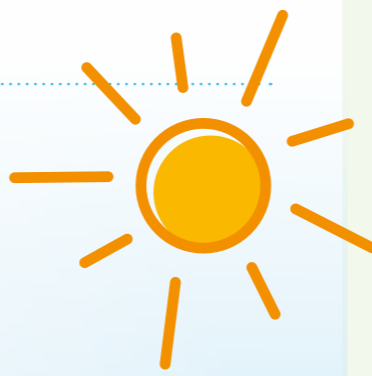


£1 can make a smile

www.makeasmilelottery.org.uk

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

A great way for young people to get involved



Did you know you can become a member of the Trust from the age of 16?

The Trust is always looking to expand its membership, ensuring that it is representative of the community that we serve. We recognise that we have relatively few younger members, and it is really important to us to try and ensure that our membership represents everyone.

Joining our Trust Membership is a great way for young people to get involved and learn more about their local hospital. It also shows future employers that there is an interest in learning more and getting involved.

To try and recruit more young people, we have recently visited students at the Drill Hall University Library in Chatham along with some of our Governors, and our popular therapy dog Blue. They had a great time speaking to a number of students, with more than 30 signing up on the day to become a member.

A Public Health student graduating this year said: "It is a great opportunity to learn about what goes on around the hospital and behind it, and also share my experiences and knowledge with the Trust."

Full details of how to become a member can be found on our website: www.medway.nhs.uk/membership



Membership is free and other benefits include:

- Regular updates and information about events and opportunities to get involved
- Digital copies of the Trust's quarterly magazine 'News@Medway' and Community Newsletter
- Access to discounts at healthservicediscounts.com
- Voting to elect to the Council of Governors

Other reasons that students signed up were "to learn how the NHS works in collaboration with the pre-hospital sector," and "to get updates from the Trust like work experience."

We plan to return to the Library on a regular basis to gather feedback and share more information about the Trust and membership. Blue also hopes to join us and is looking forward to more cuddles!



Dates for your diary

Summer Fun Day

Friday 28 July, 11am to 2pm
Medway Maritime Hospital

Medway Pride

Saturday 19 August
Rochester Castle



Swale Pride

Saturday 2 September
Oasis Acedemy, Sheppey

Kent Dementia Showcase 2023

In May, the Trust attended the Kent Dementia Showcase at Kent Showground, Detling.

The event created opportunities for individuals with dementia and their families to learn about the support that is out there, engage with others who understand their experiences, and to continue to reduce stigma associated with the condition.

Iain Tredway-Murray, Clinical Nurse Lead Enhanced Care (Dementia, Delirium, and Mental Health), Siji Arun, Deputy Clinical Nurse Specialist, and Daniel Harris, Enhanced Care Clinical Support Worker, were there to offer advice and support to visitors. Jay Patel, one of our Public Governors for Swale, was also at the event.

Siji Arun, said: "Kent Dementia Showcase was an excellent opportunity to meet with people who are affected by dementia and also professionals who work with them. It helped us to explore more about the services offered in the community, both local and distant.

Being involved in dementia care, I find such events extremely useful since I can make myself aware of the available services, which benefits our patients."

They were also joined by the Trust's wonderful Dementia Buddy Co-ordinators, who support in-patients to help make their hospital stay a positive and inclusive experience.

If your department or organisation has something to share with our local residents and/or would like to be part of events out in the community (like this one), please email our Engagement Team: met-tr.members-medway@nhs.net



• John Gallimore, Healthwatch Kent, Sylvia Beaumont, Trust volunteer, Zoe Goodman, The Trust's Voluntary Services Manager, Lynn Gallimore, Healthwatch Kent, and David Nehra, Public Governor for Swale

Recruitment drive under way for volunteers at Sheppey

A recruitment fair to launch a team of volunteers at Sheppey Frailty Unit was a great success, with 11 people completing the first stage of sign-up on the day (Monday 22 May).

Many more took away promotional literature and leaflets advertising the call for potential volunteers to come forward and support the new ward run by Medway NHS Foundation Trust at Sheppey Community Hospital in Minster on the Isle of Sheppey.

Helping the cause was hospital therapy dog Fred, who is himself a volunteer due to his role in visiting patients on wards to bring a smile to their faces.

Volunteers are needed at Sheppey Frailty Unit to bring companionship and support to patients, through conversation or light activities such as board games, to help make their stay a positive experience.

Zoe Goodman, the Trust's Voluntary Services Manager, said: "We had lots of people expressing an interest and I was delighted at how many signed up on the day and completed the first stage in the recruitment process.

"Being a volunteer not only helps patients and our staff, it offers volunteers the opportunity to give something to their local community or

learn new skills for a career in health or social care.

"We want to form a whole new team of volunteers at Sheppey, and we have made a great start, but we still need more. If you missed us on the day and would like to join us, please get in touch."

Since opening in January 2023, Sheppey Frailty Unit has cared for more than 220 patients from Sheppey or Sittingbourne who would previously have been admitted to Medway Maritime Hospital in Gillingham.

Ward Matron Haley Wawrzewska said: "I'm really looking forward to having a team of volunteers working with us. We know that being in hospital can be a lonely and worrying experience for frail patients and we can see that having volunteers who can help them feel more at ease and comfortable would be a huge benefit to us all.

"I would really encourage anyone with time to spare and a desire to help others to think about joining us on this friendly unit."

To express an interest in becoming a volunteer at Sheppey Frailty Unit, please visit our website for details of how to apply or contact Zoe Goodman on 01634 825246.

Join team Medway

Recruiting now Clinical Support Workers

We are looking for people with and without care experience

We're looking for people who share our values - **BEST**

Bold - We are inspiring and ambitious

Every Person Counts - We are respectful and supportive

Sharing and open - We are open and speak up

Together - We are inclusive and responsible

Scan our QR code to get
our contact details and
view our latest vacancies



Email: medway.recruitment@nhs.net

Website: jobs.medway.nhs.uk

