

news @ Medway

Autumn 2023



**First patients
benefit from
new Community
Diagnostic
Centres**

**Cancer patient's joy on regaining
the sound of his voice**

**Helping families 'thrive'
after birth trauma**

Learning and improving to deliver better care



As we prepare for winter, which is always a challenging time as demand for our services is at its highest, it is pleasing to be able to look back on some key achievements and milestones from the last few months.

Over the summer, we celebrated the first anniversary of our improvement programme, Patient First, being launched in the Trust. This is a long-term commitment to continuous improvement and we are still rolling it out in a phased way. However, we have seen some notable improvements in areas where we have been using Patient First, which demonstrates its ability to help us achieve sustainable change over time. You can read more about our first year of Patient First and the early successes in **our special booklet**.

We work hard to give the best possible care to all our patients but we know that there are times when we don't get it right. When our care does not meet the standards that patients rightly expect, we want to hear about it. We will listen to your concerns and take any action we can to put things right. Your feedback helps us to learn when things don't go well, so that we reduce the risk of these things happening again.

Patients, their families and carers are always encouraged to give their feedback through the patient Friends and Family Test, and we always look closely at what this tells us, so that we can make changes in response. For example, we recently changed the food offer in our maternity service after patient feedback told us that the choice available to them was too limited, and we took steps to respond to comments about noise on the wards at night.

In August, we learned about the shocking news of the conviction of Lucy Letby – a case which highlighted the importance of listening carefully to the concerns of staff. To reiterate, at Medway I want all colleagues to feel safe and confident to speak up. Staff are urged to raise any questions or concerns about the care we are providing, or if they have a safety concern. Our Freedom to Speak Up (FTSU) service plays a key role in ensuring patient safety is maintained at all times, making the NHS a better place to work. As a reminder, colleagues can contact the FTSU team directly on **medwayft.f2su@nhs.net**

Looking ahead, we are busy preparing for the annual challenge of flu and

Covid-19, which we know place extra strain on our services. As always, I would encourage anyone who is eligible for a flu or COVID-19 vaccination to take up the offer as this will help protect you from serious illness, particularly if you are vulnerable.

Finally, you may have seen our announcement that Trust Chair Jo Palmer that she will be stepping down from her role to take up an exciting new role in New York (read on pages 10 and 11). It has been a privilege to work with Jo as our Chair; the skills and expertise she has brought to the role have been invaluable, and combined with her compassion and integrity, we have been very fortunate to benefit from her commitment to Medway. I would like to extend my personal thanks to her for the support she has given me in my time as Chief Executive and I wish her all the best on her new opportunity.

I hope you enjoy reading this edition of News@Medway.

Jayne

Jayne Black
Chief Executive

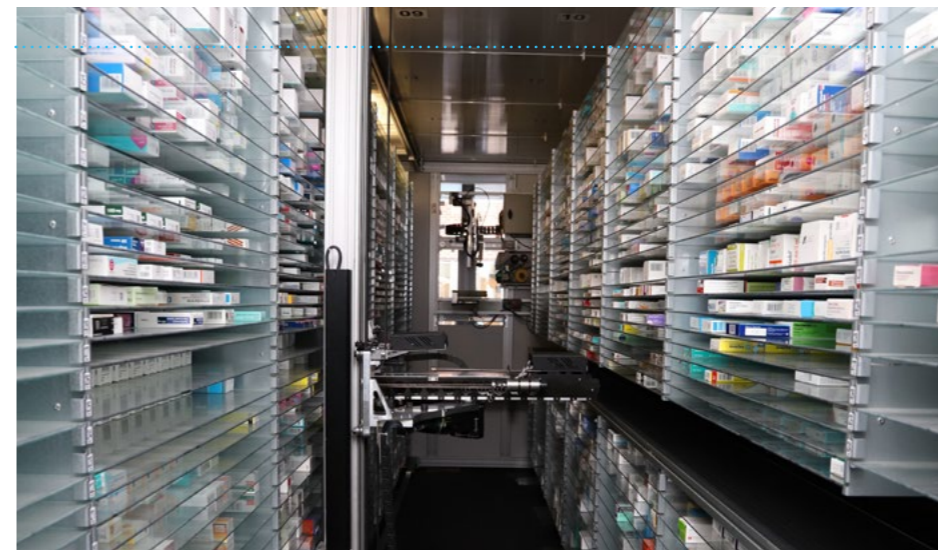
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Pharmacy set for exciting renovation

Our pharmacy department is undergoing an exciting transformation which will lead to improved service for our patients.

Work started in early September to replace our current dispensing robot with a new and more technologically advanced version, which will also play a key role in the digital transformation of our hospital services.

To accommodate the work, our pharmacy service in the outpatients' area on Level 2 in the Red Zone will be closed temporarily until early December 2023.

This means that for most patients, and as a temporary measure, if a prescription for medication is needed you will be given a green FP10 prescription that you can take to your local pharmacy to be dispensed.

You can find out more about this important project **on our website**.

Welcoming our new junior doctors

The Trust has welcomed a new cohort of doctors for their induction, including around 60 joining the NHS for the first time.

This year our Medical Education and Simulation teams joined forces with consultants and members of their teams, along with representatives

from Pharmacy, Eliot Ward, the Acute Response Team (ART) and nursing colleagues, to deliver 'Simway Sunday' – one of our most ambitious and successful training events yet.

The event incorporated a simulated ward round, surgical skills practice, cardiac arrest scenarios, mindfulness sessions, and a chance for our new foundation doctors to get to know each other and the new colleagues they will be working with.

We wish our new junior doctors a very warm welcome to the Trust!



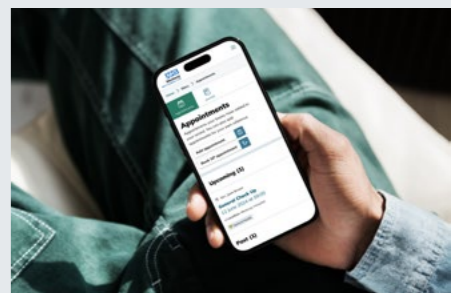
Image system is good news for patients

Sectra PACS, used to view radiology images, is the Trust's new Picture Archiving and Communications System.

This new central system means clinicians at the Trust along with those at Maidstone and Tunbridge Wells NHS Trust and East Kent Hospitals University NHS Foundation Trust can view images, regardless of where they were taken.

Importantly for our patients, this will mean fewer scans, less exposure to radiation and a better, more improved patient experience.

Introducing Patients Know Best



The Trust is implementing a new online service providing secure access to your personal health record.

Known as Patients Know Best, it will enable patients to access personal health details and is designed to improve access to NHS services and information.

It is a secure online system – patients can just log in using any internet-enabled device, such as a smartphone, tablet or desktop computer, to view appointments and discharge letters.

Visit our website to find out what it means for you:

www.medway.nhs.uk/pkb.htm





One of the first people to be cared for at the new site in Rochester was local patient Kazi Ahmed, who attended his appointment for an echocardiogram with his son Wasim Ahmed. Wasim explained how easy it was to bring his father to the CDC site in Rochester, instead of visiting a larger acute hospital site, where an appointment like this would have been previously held.

Wasim said: "It was really easy to come here; we live just around the corner so it was only a five-minute drive. There is plenty of parking and no queues – we found it a lot less stressful than visiting a bigger hospital site. I work full-time remotely from home so I was able to drive my dad here on my lunchbreak, rather than having to book time off work.

"I think having centres like this will be very important for patients like my dad who live in the community, particularly those that are close to the sites."

Elsewhere, work is continuing to develop the CDC at Sheppey Community Hospital in Minster. Services at both Rochester and Sheppey are being introduced over the next two years and by 2025, will



be available up to seven days a week, for up to 12 hours a day, according to demand.

The services within the CDCs will be provided by staff from Medway NHS Foundation Trust. Urgent scans or tests required as a result of emergency attendances or admissions to hospital will continue to take place in hospital, along with some routine tests.

Jayne Black, Chief Executive of Medway NHS Foundation Trust said: "I am very pleased to see patients

benefiting from a range of vital tests at the Rochester CDC, with services in Sheppey due to be launched early next year.

"The NHS across Kent and Medway is committed to providing the best possible care for the populations we serve – this is further good news which will allow us to deliver a better and more personalised diagnostic experience for patients by providing a single point of access to a range of diagnostic services in the local community."

Patients benefit from new Community Diagnostic Centres

Patients in Medway and Swale are benefiting from quicker and easier access to a range of vital tests and scans with the launch of new Community Diagnostic Centres (CDCs).

By William Chambers

In Medway and Swale, patients will have access to two centres, with the first – located at Rochester Healthy Living Centre on Delce Road – having opened in August 2023 on a phased basis.

The first phase will allow patients to access a range of ultrasound scans, as well as respiratory and cardiology services such

as echocardiograms, electrocardiograms (ECGs) and sleep studies. Patients will be invited to attend their diagnostic appointment by letter or phone call.

The second phase at the Rochester CDC, due to launch in early 2024, will include Computerised Tomography (CT) and Magnetic Resonance Imaging (MRI) scans.



• Pictured below left: Kazi Ahmed, one of the first people to be cared for at the new site in Rochester





Trust celebrates Pride

During the summer, the Trust was proud to take part in the Medway and Swale Pride celebrations for the first time.

Joining in the vibrant, festival atmosphere, members of the Trust's executive team Jayne Black, Chief Executive, Gavin MacDonald, Chief Delivery Officer and Jo Palmer, Trust Chair, took part in the Medway Pride parade, through Rochester, alongside colleagues from the Trust (pictured above).

Jo also joined Chief Nursing Officer Evonne Hunt and Associate Director of Infection Prevention and Control Steph Gorman on the Trust's engagement stand at Swale Pride to encourage people to join as



members and explain how they can have their say about healthcare (pictured below).

The Trust values our diverse community and seeks to reflect it in our workforce, and in the quality of our care. By taking part colleagues were keen to demonstrate that the hospital is an inclusive and supportive employer, and a safe and respectful healthcare provider.

The Trust uses the NHS Rainbow Badge Scheme so individual members of staff can demonstrate to patients that they have a personal commitment to LGBTQA+ patients.

- Find out more about the Trust's commitment to promoting equality and diversity on our website.



Apprenticeship success!

Congratulations to Lucy Mills, who joined the Trust almost five years ago as an assistant audiologist and who has now successfully completed an apprenticeship to become the Trust's first home-grown audiologist.

Audiologists test the hearing of a variety of patients who need this service. They look at their rehabilitation and counsel them to deal with the loss of hearing. In addition they fit hearing aids and do any adjustments that may be necessary to allow the patient to have a better quality of life.

Lucy's brother was born deaf in one

ear so her interest in audiology had been sparked at an early age and she had always wanted to progress her career. Before joining the Trust she had worked in an optician's and trained as a hearing care assistant.

Lucy said: "Joining the Trust as an assistant audiologist saw me repairing and assisting with hearing aids and helping with admin based duties."

After a few months of working in the Trust she was approached to do an apprenticeship to become a full audiologist. This entailed going



to university to do a theory and practical based BSc in Healthcare Science and Audiology.

"I know without the support of my department, which was incredible, I would not have been able to get as far as I have. I knew that no matter what I needed they would support me in any way possible and I really can't thank them enough."

Lucy concluded: "I would recommend doing an apprenticeship highly. It gives you the theory and practical knowledge you need along with working within the profession to develop your skills and knowledge as you learn."

Our first home-grown occupational therapists

Congratulations to Niamh Finlay and James Forder who have qualified as the Trust's first home-grown occupational therapists. Both joined the Trust around five years ago as therapy assistant practitioners.

The therapy assistant practitioner role involves assessing and helping to progress patient mobility and formulating safe discharge plans, under the guidance of an occupational therapist or physiotherapist. Both Niamh and James decided they wanted to become occupational therapists and felt an apprenticeship was a great opportunity to study alongside learning on the job.

"I knew that going into occupational therapy would lead me into a rewarding profession that I feel passionate about."

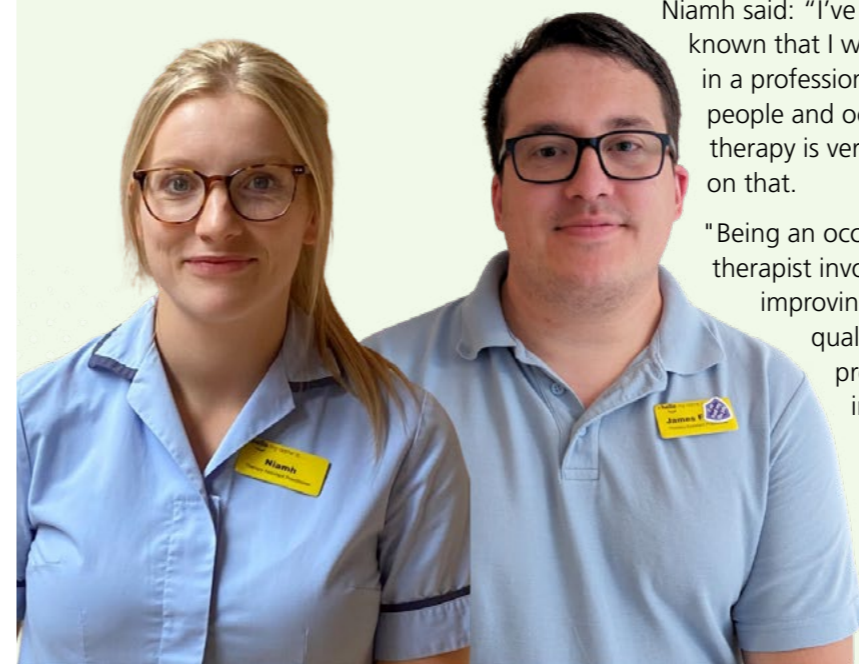
James said: "Occupational therapy often requires a creative solution to answer problems that are found during assessment."

The three and half year course involved a mixture of classroom based work, placements inside and outside of the Trust and exams.

Niamh said: "For anyone thinking about an apprenticeship, definitely take the opportunity and do it! The time goes so fast, you learn so much and it's a great way to develop in something you're passionate about."

James added: "Being able to get paid, work and study is a brilliant opportunity to progress in your career. If you're unable to commit to a full-time degree this is a great avenue to gain the knowledge and skills you require. It is a marathon, not a sprint."

- You can find out more about working with us on our website www.medway.nhs.uk



Niamh said: "I've always known that I wanted to be in a profession that helped people and occupational therapy is very much based on that."

"Being an occupational therapist involves

improving people's quality of life by promoting their independence and helping them to achieve what is important to them.

Cancer patient's joy on regaining the sound of his voice

A cancer patient has regained the sound of his voice after becoming the first person at Medway to undergo a surgical procedure to inject an implant into his paralysed vocal cord under a local anaesthetic.

By Hayley Pierre

Peter Pugh-Cook's voice was reduced to a whisper back in February after his left vocal cord was paralysed due to a tumour pressing on a nerve.

But Peter, who has advanced lung cancer, was able to hear his own voice again less than two hours after his vocal cord was injected with an implant while he was awake.

Consultant Otolaryngologist, Head and Neck Surgeon Manuel Oyarzabal had only carried out the procedure known as Laryngeal Medialisation Injection (LMI) at Medway Maritime Hospital, on patients while they were asleep. But after hearing Mr Pugh-Cook had been assessed as not being fit enough to have a general anaesthetic due to his cancer diagnosis he agreed to perform it under local anaesthesia, in line with NICE guidelines and recommendations, to help improve his quality of life.

The 79-year-old, from Rochester, said: "There was no pain, only a slight bit of discomfort. To start with I couldn't produce any sound but after going to the recovery room and carrying out some exercises with a speech and language therapist, less than two hours after the operation I was able to hear the sound of my own voice again for the first time in five months!"

"I'm so happy I have my voice back again as it means I can talk properly to my son and daughter and my two grandchildren. I'm extremely grateful to Mr Oyarzabal."

It is now being offered as new service to patients under the care of the Trust who have developed vocal cord paralysis as a result of primary or metastatic cancer in the lung, mediastinum or neck who are deemed unfit to undergo a general anaesthetic. It will also be available for suitable non-cancer patients.

Jayne Black, the Trust's Chief Executive, said: "It will have an enormous positive impact on the quality of life for this group of patients."

"It also means that patients who need this procedure to be done under local anaesthetic won't have to travel long distances to access the service offered by other Trusts or have to wait a long time for an appointment – time that some patients may sadly not have."



• Pictured right: Grateful patient Peter Pugh-Cook with Consultant Otolaryngologist, Head and Neck Surgeon Manuel Oyarzabal

You can read the full story on our website www.medway.nhs.uk or by scanning the QR code.

Sadly Peter Pugh-Cook died on Saturday 7 October 2023, however his family wanted this story to be included in his memory and to give hope to others. We send our thanks to them for allowing us to share his story.

Harvey Ward makeover improves patient experience

The Trust's new and improved Harvey Ward has been unveiled after a £1.74 million makeover.

The refurbishment has resulted in a 25-bed ward for our trauma and orthopaedic patients in a clinically suitable and comfortable environment to receive inpatient care and treatment.

The work included a new multidisciplinary team room, staff room, a dedicated relatives' room and a day room with dining table and chairs, TV and easy chairs. In addition there is now a dedicated room for dementia patients – the Butterfly Room.

Patients will also benefit from therapy equipment to support their mobility.

Colleagues working on the ward will have a modern, clean and organised work space to deliver the best of care to our patients.

Jayne Black, Chief Executive, Medway NHS Foundation Trust said: "Thank you to everyone in the Trust who has worked to make sure we can give our patients the best experience while they are staying with us in hospital."



• Pictured above: All smiles from colleagues on the newly refurbished Harvey Ward

Trust announces departure of Chair Jo Palmer

Medway NHS Foundation Trust has announced that the Chair, Jo Palmer, is to leave the Trust at the end of October.

She is relocating to New York to take up a new role in the financial sector in which she has held senior positions within the UK.

Jo said: "Although this is an exciting professional opportunity, it is with a very heavy heart that I relinquish a role that I have genuinely loved here at Medway.

"I have been privileged to work in an organisation where the mission to deliver the 'best of care' really has been upheld by the 'best of people'. Together with amazing colleagues, we have dealt with some difficult challenges such as COVID-19, rising demand in buildings dating back more than a century, and higher than ever expectations. However, the sense of community we see within the hospital, that commitment to do the best for patients, has been a tangible and powerful source of strength.

"In my time at Medway there have been so many improvements – too many to list – but among the highlights have been exiting special measures in 2017, followed more recently by a number of positive reports by the Care Quality Commission for services including Urgent and Emergency Care, Maternity, and Critical Care. The implementation of our Patient First strategy is now demonstrating that with a sound methodology in place we can accelerate improvements across the hospital.



"I am leaving the Trust at a time when we have a diverse and skilled Board in place, and an excellent Executive team under Jayne Black's leadership. I will watch Medway's progress with interest and pride as it goes from strength to strength."

Earlier this year Jo also took on the role of Chair of Medway and Swale Health and Care Partnership. She first joined Medway NHS Foundation Trust in 2015 serving as a Non-Executive Director before becoming Chair in 2020. Chief Executive Jayne Black said: "It has been a privilege to work with Jo as our Chair. The skills and expertise she has brought to the role have been invaluable, and combined with her compassion and integrity, we have been very fortunate to benefit from her commitment to Medway.

"We are going to miss her hugely, but she leaves with our very best wishes and thanks for all she has done."

Mark Spragg, who has been a Non-Executive Director at Medway for six years, and is currently the Deputy Chair and Senior Independent Director, will take over as Interim Chair. The process to recruit to the role permanently, will follow in the near future.

"I will watch Medway's progress with interest and pride as it goes from strength to strength."





• Our 'Thrive' Team: Loren, Hannah, Donna and Joanne

Helping families 'thrive' after birth trauma or perinatal loss

A new maternal mental health service for families who have experienced birth trauma or perinatal loss has been launched by the Trust in partnership with Kent and Medway NHS and Social Care Partnership Trust (KMPT).

Thrive is an inclusive, multi-professional service, offering assessment and short-term interventions specifically for psychological trauma, as a result of birth trauma and/or perinatal loss.

The service is available to support those who have previously received psychological care and treatment from primary care or counselling services but are still experiencing trauma symptoms and require further treatment.

Direct referrals to the service can be accepted from any health or social care professional directly involved in the care of the person, for example a midwife, obstetrician, counsellor, therapist or GP.

Donna Collins, a Mental Health Midwife for the Trust, said: "Raising awareness of perinatal mental health is important so we can change attitudes, and be an advocate for women and families affected by mental health difficulties. We want to help families to access the resources available in their local area.

"I would encourage anyone interested in receiving support from Thrive to

speak to a health care professional so a referral can be made on their behalf."

Jayne Black, the Trust's Chief Executive, said: "One in five women will experience a mental health problem during pregnancy or after birth, and 70 per cent of them will not seek advice or support as they do not think it is important or do not want to be a burden.

"We are in no doubt of the benefits that service users and their wider families will experience as a result of the Trust offering the specialist support that Thrive has to offer."



You can read the full story on our website www.medway.nhs.uk or by scanning the QR code.

Communications Team named finalist at major industry awards

The Trust's Communications Team was named finalists for a major prize at the coveted Chartered Institute of Public Relations (CIPR) 2023 PRide Awards. This was in the 'Healthcare and/or Wellbeing Campaign' category for their campaign to raise awareness of the Trust's virtual ward service.

The finals ceremony took place in Bristol on Thursday 5 October where the team was showcased alongside Communications and PR industry leaders, representing the NHS as its sole finalist on the Channel Islands and South of England regional shortlist.



• Nina Lee, William Chambers and Amanda Crawford proudly represented the Communications Team at the ceremony in Bristol

Although the team didn't win the main prize, it was still a fantastic achievement to be recognised at this level.

Congratulations to the team and everyone involved!

- You can view more information about the event on the CIPR website

Innovative Pharmacy project shortlisted for prestigious prize



Congratulations to colleagues from our Pharmacy Department which has been shortlisted for a prestigious prize at the HSJ Awards 2023.

The team has been named a finalist in the 'Medicines, Pharmacy and Prescribing Initiative of the Year' category, for an innovative electronic prescribing and administration system.

It enables clinical pharmacists working remotely to screen discharge prescriptions for inpatients, improving the timely supply of medicines and contributing to better care and faster discharge for our patients.

The finals ceremony takes place in London on 16 November – good luck to the team and well done to everyone involved in this fantastic project.

- You can see the full shortlist on the HSJ website.

Preparing for winter: Help us care for you

This winter we will be ready to help patients across Medway and Swale requiring care, but there are important things we should all do to take care of ourselves and stay well, particularly as we continue to live with the ongoing presence of COVID-19.

As a member of our community, you can help us, while we care for you. We know that:

- If you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill
- Getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses.

Millions of eligible people in England can book their life-saving autumn COVID-19 vaccine online now, after the NHS recently stepped up its winter vaccination programmes in response to the risk of a new Covid variant. Anyone eligible can book their Covid vaccinations via the NHS website,

by downloading the NHS App, or by calling 119 for free if they can't get online.

Meanwhile the flu vaccine is safe and effective and is offered every year on the NHS to help protect people at risk of getting seriously ill. The best time to have the flu vaccine is in the autumn or early winter before flu starts spreading, but you can get the vaccine later. If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

Find out more on the NHS website.

During winter and periods of cold weather it's important to look after yourself if you start to feel unwell. You shouldn't wait until it gets more

serious; instead seek advice from your pharmacist as early as possible. Pharmacists can give you advice about winter illnesses, including which medicines to take.

Finally, we would like to remind you about the current visiting measures in place at Medway Maritime Hospital which ensure the protection of patients and staff. These include washing your hands regularly, or using hand gel and not entering the hospital if you have COVID-19 symptoms, unless you require urgent medical care.

Thank you for your cooperation and for helping us care for you this winter.



**GET VACCINATED.
GET WINTER STRONG.**

If you're 65 or over, you're at increased risk of getting seriously ill if you catch flu or COVID-19.

Protect yourself and those around you. Book your vaccinations now.

www.nhs.uk/seasonalvaccinations

Your say Tell us about your experience!



Huge admiration for what your hospital does. All medical staff are heroes. Our NHS is absolutely incredible.

I wanted to say thank you for the lovely care you have given my family this week. Your staff were amazing and the atmosphere (Area 8 and Seahorse Ward) was so nice and positive. Well done. It made two trips much less stressful and scary than they could have been.

Get in touch and have your say

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

Giving our young patients a voice

A new tool has been created by the Trust's Children's Play Specialists so we can hear our young patients' voices about their experiences during their stay with us.

Installed in the entrance area of Dolphin and Penguin Ward (Level 2 Green Zone) the 'Tops and Pants' board, which is a national initiative, is designed to encourage feedback from children and young people. For good care they are asked to share words and feedback on a paper top, while for poor care they write their feedback on a pair of pants. They

then hang them on a washing line on the board for all to see.

Members of the play team ask the children on the wards if they would be happy to provide their feedback about their experiences on a weekly basis. Any actions carried out to resolve poor experiences are then added to the wards' 'You said, we did' board.

In addition, our Friends and Family Test (FFT) provides all patients, as well as their carers and loved ones, the opportunity to leave feedback on their care and treatment. The questions are short and simple and the survey takes no more than a few minutes to complete.



More details about the FFT and how to complete it can be found on our website www.medway.nhs.uk or by scanning the QR code.

Mountain challenge raises a 'high' total



Thirty hardy supporters battled the elements to complete a challenging Snowdon at Night trek raising an incredible £16,000 for The Medway Hospital Charity.

The team comprised staff from Medway Maritime Hospital, and their families and friends, plus 21 corporate supporters from Grain LNG.

Stuart Clack, Grain LNG Performance Excellence and Wellbeing Specialist, said: "Working for Grain LNG, a National Grid company, it's fair to say we have been exposed to many fundraising events over the years, however with the disruption of the pandemic our staff have not had an opportunity to partake in an event for a few years now."

"Recognising this gap we wanted to do something different which not only benefits our staff but the local community to the fullest. The Medway Hospital Charity's Snowdon at Night trek answered all our requirements so we set out building a team."

"This was surprisingly easy and it wasn't long before we had 21 brave participants signing up for the challenge. Leading up to the event there was a real buzz among the team, each supporting one another with training and equipment queries."

"The challenge itself was amazing, despite the poor weather, but this all added to camaraderie. When people were struggling, the team came together and although some may

have been strangers at the beginning, friendships were built."

"Most of the team live and work in the Medway area so doing this event for our local hospital was a no brainer and we feel proud to have supported the work of these everyday heroes."

Donna Law, Charity and Fundraising Manager, said: "I'd like to thank my family, colleagues and their friends and families, plus the team at Grain LNG, for taking part in Snowdon at Night. A great fundraising experience really does depend on the people who take part and you were amazing challenge buddies. Thank you all for being superstars and for raising so much money for our hospital charity."

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

Amazing sisters support our wards

We'd like to say a massive thank you to sisters Yve, Jen and Jane and to the supporters of their Friends of Harvey and Emerald Ward Facebook group for providing those little extras to our orthopaedic patients.

Following the death of their mum last year, the three sisters wanted to give something back and chose to support Pembroke Ward as Jane's daughter-in-law, Clare, is a Clinical Support Worker there.



They extended their generous donations to include Emerald Ward, where their late mother was looked after.

Jane said: "Sometimes patients don't have family to bring in the basic essentials or, in an emergency admission will not always have what they need; this is why the ward needed our help."

Through fundraising and donations, the group has been providing the wards with playing cards, puzzles, dementia clocks and reading glasses to hairbrushes, razors, shower gel and deodorant and they have also been extending their acts of kindness to our staff with donations of tea, coffee and sugar, magazines and colouring/activity books.

If you would like to support, please go to the Friends of Harvey and Emerald Ward Medway Hospital Facebook page.

Grateful patient donation funds privacy screens



Breast cancer patient Vicki Holmes was so grateful for the care she received from our cancer unit that she decided to fundraise to support Galton Day Unit.

Thanks to a sponsored head shave, which was match-funded by her employer The Swain Group, a 261-mile sponsored bike ride by colleague Claudiu Andanuta and the sale of knitted hats, the unit received a wonderful donation of £6,620.

Vicki asked for her donation to be put towards equipment to support others and the unit used her gift to contribute to privacy screens.

She said: "I wanted to give something back as you all work so hard. You were amazing and thank you for all that you did for me while I was battling my cancer. I'd like to thank volunteer Gill too for her support during this time."

Matron for Cancer, Vicky Kidner, said: "We would like to thank Vicki for her incredible donation to Galton Day Unit. The screens have incredibly well received. They allow privacy in open spaces within the unit, as we are able to pull them around the patient receiving treatment, and by using the screen in our PICC (peripherally inserted central catheter) placing room, the nurse is able to open the treatment room creating airflow and a more comfortable patient experience."

Hospital team welcomes students to Medway

Starting university can be daunting, and finding out about local healthcare services is just one of many things on the list for freshers.

That's why staff from Medway Maritime Hospital took time to join welcome fairs in September, meeting students, signposting services, and letting them know how they can get involved.

Members of the hospital's Engagement Team held an information stand and were joined by the Trust's Lead Governor, Cllr David Brake, to give students a warm welcome. As well as helping young people find out more about accessing local health services, they also shared historical facts about the hospital, originally built to care for sailors from the Royal Navy.

During 2023, the Engagement Team is focusing on engaging with young people throughout Medway and Swale, building on partnerships with local schools, colleges and universities, in order to ensure that young people are represented and have a say.

Students were able to find out more about the benefits of becoming a member of the Trust and 70 signed up during the welcome fairs. Members are able to:

- learn more about how the Trust and the wider NHS work
- help us improve patient care by sharing feedback and ideas
- become involved in plans for future development
- vote to elect the Council of Governors and stand for election as a governor.



Students were asked why they had decided to become a member of the Trust. They said:

It would be a great opportunity to be associated with the NHS Trust. I am very keen on joining the Trust and learning from it.

I'm studying Pharmacy and would love to broaden my knowledge of healthcare.

I signed up as I am interested in the community as well as Primary Pharmacy. I would also like to volunteer.



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

Annual Members' Meeting

The Trust's Annual Members' Meeting took place on Wednesday 27 September 2023.

More than 80 people attended the meeting in person or virtually. Attendees were invited to have a look at the stalls which were being held by a number of teams, including our Research and Transformation teams, and Hospital Radio Medway.

Chief Executive Jayne Black spoke about the achievements of the past year, including improved CQC ratings in various services; the introduction of a Virtual Hub; improved care for patients with hip fractures and the launch of our new medical model.



The Quality Account and an update on our Quality Strategy was presented by Chief Nursing Officer Evonne Hunt. Chief Financial Officer Alan Davies presented the Annual Accounts and Lead Governor Cllr David Brake gave an update on the valuable work Governors have done to support patient, public and community engagement over the past year.

Featured speaker was Aranghan Lingham, Darzi Fellow and Orthopaedic Registrar, on the subject of 'Avoidable Cardiac Arrest Calls and Creating a Learning Culture with Patient First.' He spoke about the multi discipline team success in reducing the number of avoidable cardiac arrest calls ('crash' calls) from an average of five a month to just one – ultimately saving lives.

If you missed the meeting:

- **Click to watch the meeting**
- **Click to view the presentation slides**

A year in review: our role as governors

By Cllr David Brake, Lead Governor



I am delighted to have been re-appointed as Lead Governor for a third year - a role I have held since 2021.

Governors represent the interests of our constituencies and hold the Non-Executive Directors to account for the performance of the Trust Board, who must take into account our views when they plan and make decisions about the future of the hospital.

We actively engage with audiences and share information through our public events and engagement sessions, and at our quarterly Public Council of Governor meetings.

We are invited to take part in a variety of activities at the Trust; including assessments of various areas of the hospital, and being able to attend the Board meetings and various other committees and groups.

Community engagement

We have been extremely busy this year, further increasing our in person engagement activities, while also offering some virtual events for those who prefer to join us from home. In total we have taken part in almost forty different engagement events since our last Annual Members' Meeting. We held engagement stands in a variety of places – including shopping centres, supermarkets, colleges and universities. We also took part in engagement sessions for the Sheppey Frailty Unit and Patient First.



the Trust. These included the Medway Armed Forces Day, Riverside English Festival, Medway Pride and Swale Pride. We also attended two Freshers' Fairs at our local universities as part of our ongoing work to increase our engagement with young people.

In July we held our second Summer Fun Day following the success last year. There were lots of activities for families to take part in; information stands, cakes, strawberries, face painting, games, singing and more. It was very well attended and the event raised a total of £661.74. The money raised will be put to good use for the benefit of patients and staff.

We attended a number of different festivals, some of which were a first for

Governor elections

We expect to hold our next Governor elections in February next year, and there will be a number of seats available for both the Medway and Swale constituencies. If you are interested in joining us as a Governor, please ensure

that you are signed up as a member in order to be eligible to stand. Becoming a Governor is a great way to learn more about the Trust, get involved with your local community, and represent the views of our patients and the public.

If you are not already a member, please do sign up!

Membership is free, and you will be eligible for some NHS discounts. You will also be able to vote in governor elections and stand for governor yourself. For more information, visit our website or contact the Membership Office: medwayft.governors@nhs.net



CHARITY QUIZ NIGHT



This is **your** chance to show off your knowledge and have fun in a friendly competition, while raising money to support patients and staff at Medway Maritime Hospital.

FRIDAY 20 OCTOBER
FROM 7PM FOR A 7.30PM START



- TEAMS OF UP TO 8
- BRING YOUR OWN DRINKS (NON ALCOHOLIC) AND NIBBLES
- £6 PER PERSON

To book, please email: medwayft.charity@nhs.net



Below Deck Dining Room (Level 1, Purple Zone) at Medway Maritime Hospital
Windmill Road, Gillingham, ME7 5NY



**Medway League
of Friends**



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