

news @ Medway

Winter 2024



Tilly's all smiles after high intensity surgery day

More patients treated as day case rates rise

Teaching life-saving skills to the next generation

A privilege to serve our local community



We begin 2024 recognising that, in the midst of another very challenging winter for the NHS, our dedicated teams are working round the clock, doing their very best to care for more patients than ever.

Every day in your local hospital, people mark momentous times in their lives – the joy of welcoming a much longed-for baby, the heart-breaking loss of a loved one, and for six-year-old Amelia, the chance to ring the end of treatment bell after a long cancer journey. You can read her and her family's inspirational story on page 18.

For some, these momentous moments take on a greater meaning later in life, as with Lorraine Che, who returned to the hospital to thank staff who cared for her on our neonatal unit 18 years

ago, when she was born at just 26 weeks old. See page 10 for Lorraine's story.

It is deeply moving to know the impact of the work we do on those we care for, particularly when this involves the loss of a loved one. On page 14 you can read the lovely story of one family's heartfelt gift to parents who, like them, have lost a precious baby.

It is also a privilege to serve our local community, and this extends beyond caring for our patients. Our excellent Acute Response and Resuscitation Service Teams have been out and about teaching vital life-saving skills to local children. Hearing first-hand from NHS staff about what they do can be just the inspiration young people need to spark their interest in a rewarding NHS career.

Here at Medway, we know that harnessing technology is key to improving care – both on the frontline

and crucially also, behind the scenes. That's why we're delighted to invest in the latest robotic technology in our Pharmacy Department, to speed up the dispensing of thousands of medicines every week. You can read more on page 5.

This spring we will be opening a new cardiorespiratory village at the hospital, for patients needing treatment for heart and lung conditions. Turn to page 3 to read more about this exciting new development, made possible thanks to national funding.

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

Jayne

Jayne Black
Chief Executive

The News at Medway Team

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Choose the right service this winter

This winter we are ready to help patients requiring care, but there are important things you can do to take care, stay well, and ensure you use the right health service for any medical issues.

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.

If you have an urgent but non life-threatening health problem, you can contact NHS 111 to find out if you need to go to A&E. NHS 111 can book an appointment at your local A&E or emergency department, or with a GP, pharmacist or Urgent Treatment Centre. They can also give you the advice you need without using another service.

If you or a loved one has a life-threatening emergency, you should call 999 or go straight to your nearest emergency department.

Protected mealtimes

We operate protected mealtimes on our wards from 12pm to 1pm (lunchtime) and from 5pm to 6pm (dinner time) each day. If you would like to support your loved one with eating at lunchtime, you're welcome from 12pm.

More details about our visiting policy **can be found on our website.**

Reinforced Autoclaved Aerated Concrete (RAAC)

We're working closely with specialist structure engineers after a building material known as Reinforced Autoclaved Aerated Concrete (RAAC) was found in one limited area of our Education Centre. The building is used mostly by staff for educational and training purposes and internal meetings. It is not used by patients or the public.

Following a risk assessment we are assured the building is safe.

Get to the help you need

Use 111

If you need urgent medical help.
Call, go online or use the NHS App.

Improving patient care

An exciting project is underway to create an additional 32 patient beds and develop a cardiorespiratory village, which includes a new catheterisation laboratory, helping to ensure that patients are treated more quickly this winter and beyond.

The work to transform the area, previously known as Ruby Ward, at Medway Maritime Hospital was made possible thanks to central funding awarded to the Trust last year, to support the recovery of urgent and emergency care services.

We hope the area will be available to patients from early 2024.



Manage your health online

Patients are now able to manage their own hospital appointments with the launch of the new online patient engagement portal Patients Know Best.

Introduced to improve patient care, it is accessible on a range of devices at any time.

Simply log in using any internet-enabled device, such as a smartphone, tablet or desktop computer, and

you will be able to view your appointments, as well as your appointment and discharge letters.

Since the portal's launch in October 2023, almost 10,000 new registrations have been made with more than 120,000 people registered to access their healthcare through Patients Know Best across Medway.

Registering for Patients Know Best can be done through the NHS App or by the invitation letter you will receive.

Find out more on our website.



Pharmacy set to welcome new robot

Our Pharmacy Department is undergoing the final stages of an exciting transformation which will lead to an improved service for our patients from early 2024.

Work started in September 2023 to replace our dispensing robot with a new and more technologically advanced robot, which will play a key role in the digital transformation of our hospital services.

To date the project has progressed well, and the new robot has been installed alongside a new faster conveyer system which will help to reduce delays in medication being delivered from the robot to staff working in the pharmacy and in outpatient areas.

Elsewhere, a new out-of-hours robot supply room has been built to enable the on-call pharmacist to remotely supply medication out-of-hours if the item is kept in the robot and

needed urgently, while work is nearing completion on the installation of a state-of-the-art inventory management software to provide better oversight of pharmacy stock inventory.

Steve Cook, Chief Pharmacist, said:

“The project has progressed really well in such a short space of time, thanks to the excellent work of colleagues in the Pharmacy Team, Estates, IT, and our external partners. We appreciate this has led to disruption for staff and patients within the hospital over the last few months and we apologise for any inconvenience caused. Ultimately, this is a very exciting and significant investment, of close to £1 million, which we hope will lead to improved services for our patients and further digital transformation across the hospital in the long-term.”



Freedom of Medway awarded to Trust

Medway Council has awarded the Trust, the Freedom of Medway in 'recognition of the contribution of the staff of Medway Maritime Hospital to the community.' A special ceremony will take place early in the spring.

The honorary Freedom of Medway is the highest civic distinction that can be conferred upon individuals or collective bodies in recognition of outstanding service or particular civic association, ensuring that their memory is maintained within the community.

Jayne Black, Chief Executive said: “It is a great honour for the Trust to have been recognised in such a unique way, particularly as we recently celebrated the 75th anniversary of the NHS.

“I would like to thank all colleagues working at the Trust for their continued support in providing the best of care to the people of Medway and Swale.”

Read more on our website.



• Chief Medical Officer Alison Davis, Former Chair Jo Palmer, Mayor of Medway Cllr Nina Gurung, Acting Chair Mark Spragg and Deputy Mayor of Medway Cllr Marian Nestorov



A year to be proud of

January to March

SHEPPEY FRAILTY UNIT

The year started with the opening of the Sheppey Frailty Unit at Sheppey Community Hospital – a service praised for providing acute hospital care closer to home for patients from Sheppey and Sittingbourne.



CALL FOR CONCERN

We introduced the nationally-recognised Call 4 Concern service which provides patients and families with a dedicated number for immediate help and advice if they are concerned that the clinical team has not recognised their own or their loved one's changing condition.



GROWING OUR OWN

Midwives Abbie Hadlow and Charlotte Slater were the first Maternity Support Workers to complete a midwifery degree apprenticeship offered by the Trust and Greenwich University Medway Campus, providing a different route into midwifery.



DENNIS HAS AN ANAESTHETIC!

Dr Samantha Black, our lead paediatric anaesthetist, worked with Beano to develop a new comic strip to put children's minds at ease before an operation. 'Dennis has an anaesthetic' takes young readers on a fun-filled journey as Dennis prepares to have his tonsils removed!



KEATS WARD MAKEOVER

We were delighted to open the new and improved Keats Ward this year. As a result of the £1.4 million makeover, the 26-bed ward provides a much more comfortable environment for frail patients, and a better work space for our staff.



April to June

GOOD RATING FOR MATERNITY

Our maternity services retained their 'Good' rating during an inspection by the Care Quality Commission (CQC). The regulator's report, published in April, commended the range of services offered.



PROUD TO BE VETERAN AWARE

We are proud to have received our Veteran Aware accreditation this year, formally recognising our commitment to the armed forces community. It recognises the Trust as an exemplar of the best standards of care for the armed forces community.



AWARD WINNING PATIENT SAFETY SCHEME

A project to improve the care of deteriorating patients and reduce avoidable cardiac arrest calls was crowned the South East regional winner at the NHS Parliamentary Awards 2023 in the 'Excellence in Urgent and Emergency Care' category.



NEW HOSPITAL SHOP AND CAFÉ

The First Rate Café and Shop run by our valued partners, the Medway League of Friends, reopened in the hospital's main entrance following a major refurbishment.



I am immensely proud to lead this Trust, supporting an extraordinary team of highly-skilled professionals who come to work every day to put our patients first. When I look back over 2023, there is much to reflect on. This includes times of significant pressure when we have seen, and continue to see, more patients than ever needing our care. As a result, there have been times that we have not been able to treat patients as quickly as we would want to,

or in the best environment. At the same time, there is so much to celebrate, as we have made progress to deliver our Patient First improvement priorities – work that underpins all that we do. Here are just some of the many moments that make 2023 a year to be proud of.

Jayne Black, Chief Executive



July to September

PATIENT FIRST: ONE YEAR IN

In July, we marked the first anniversary of the launch of our improvement programme in the Trust.

We were already seeing improvements in those areas which had begun to use Patient First tools and methodology to identify and target improvement activity where it was most needed.

We held a week of dedicated activities to celebrate those achievements. Our phased rollout continues.

What does Patient First mean to you?

NHS75

The NHS's 75th birthday in July saw a flurry of celebratory activity, from a week-long rainbow-themed fundraiser at a nursery in Rochester, to members of staff representing our hospital at a special service held at Westminster Abbey.



THE GIFT OF SPEECH

Every day we have the privilege of being part of life-changing moments for our patients. For the late cancer patient Peter Pugh-Cook, this was regaining the sound of his voice after being the first person at the hospital to undergo a surgical procedure to inject an implant into his paralysed vocal cord under a local anaesthetic.



NEW DIAGNOSTIC CENTRES

Our first Community Diagnostic Centre – providing easier and quicker access to diagnostic tests nearer to people's homes – opened at Rochester's Healthy Living Centre, with work underway on the second, at Sheppey Community Hospital.



October to December

FREEDOM OF MEDWAY

The honorary Freedom of Medway, the highest civic distinction that can be conferred upon individuals or collective bodies, was awarded to the Trust 'in recognition of the contribution of the staff of Medway Maritime Hospital to the community'.



SURGERY 'HIT LIST'

Our ear, nose and throat (ENT) surgical team removed the tonsils of 10 children on the same day, double the usual daily number, as part of a High Intensity Theatre (HIT) list. You can read more about HIT lists on page 15.



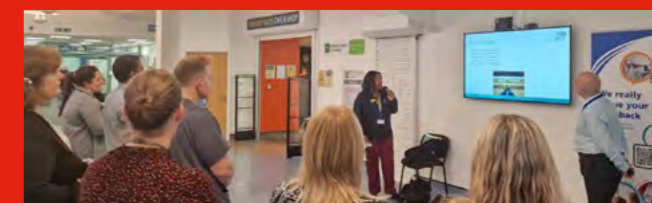
MEALS FOR PARENTS AND CARERS

We introduced free food for parents and carers staying with their child while they're on our children's ward. The scheme was introduced by a colleague who found some parents and carers hadn't eaten, or were waiting for a partner, relative or friend to bring food in, as they couldn't afford to buy a meal.



SPOTLIGHT ON PATIENT FIRST

As part of our Patient First improvement journey we have introduced weekly huddles in the hospital's main entrance every Thursday morning at 8.15am. The Patient First Spotlight brings together staff from across the Trust to share improvements with anyone interested in listening.



Inspirational nurse marks NHS half-century

A long-serving nurse from Rochester, who has marked an incredible five decades of service in the NHS, has pledged to continue caring for patients in a role she describes as 'simply brilliant'.

By William Chambers

Rosie Felton, 67, started her nursing training on 10 December 1973 at Berwick Infirmary in her home county of Northumberland, before moving south in 1976 to complete her qualification and seek further employment in the NHS.

Rosie has since spent the last 47 years working in a variety of roles at Medway Maritime Hospital, and currently works as a clinical sister in the Sunderland Day Case Centre Team.

To mark the milestone anniversary, Rosie was surprised at a celebration event by the Trust's Chief Executive Jayne Black. Speaking afterwards, Rosie said: "I'm so proud of what I have achieved and for being a nurse in the NHS for so many years. It's been simply brilliant, and it just goes to show that if you really love your job and you get satisfaction

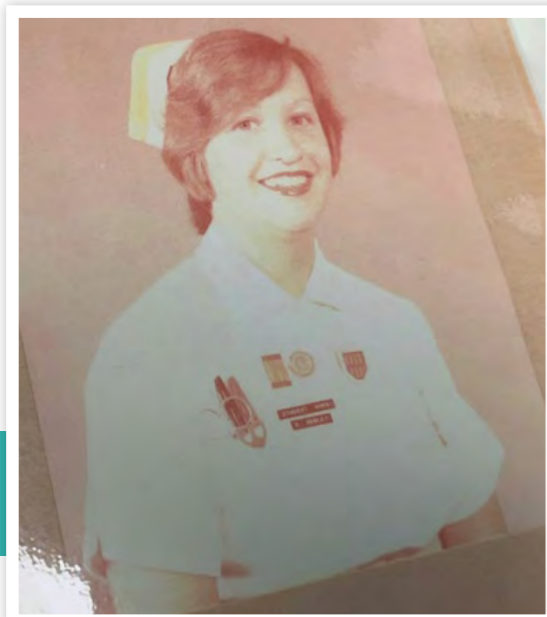
from it, you can carry on for a long time. I'll certainly be carrying on for a while longer, all the while I am fit and healthy!

"I've seen lots of changes in nursing over the years, but if you can show adaptability and flexibility, it is key. I've always put myself in the shoes of the patients and looked after them how I would want to be cared for – that's my motto and I stick by it."

Reflecting on what the future may hold, Rosie said: "If I could go back to the start of my NHS journey I would do it all over again. With the support of my husband Bob, I will carry on doing the job I love for as long as I can, and I am still enjoying it immensely."

Jayne Black, Chief Executive, said: "Rosie is an inspiration and her knowledge and experience are invaluable to colleagues; more than 50 years since starting her NHS nursing career, she continues to provide excellent care to patients. We are extremely thankful for the years of commitment she has shown to the Trust, and we send Rosie our congratulations on reaching this major milestone."

WATCH:
An interview
with Rosie



• Rosie's last photo as a student nurse taken in the late 1970s



"I've always put myself in the shoes of the patients and looked after them how I would want to be cared for."

• Today, Rosie works as a Clinical Sister in the Sunderland Day Case Centre Team



Student reunited with staff who saved her life 18 years ago

• Senior Advanced Neonatal Nurse Practitioner Alison Youdale, Dr Jenny Teke, Lorraine Che and Consultant Neonatologist Dr Aung Soe

A student was recently reunited with the consultant and senior nurse who helped save her life, when she was born extremely prematurely.

By Hayley Pierre

Lorraine Che returned to the Oliver Fisher Neonatal Unit where she was born at 26 weeks on 30 September 2005 to meet Consultant Neonatologist Dr Aung Soe and Senior Advanced Neonatal Nurse Practitioner Alison Youdale who looked after her.

Her mum Dr Jenny Teke was told her first child had only a one in five chance of survival after Lorraine was born weighing just 850 grams (1lb 13oz) and had to be transferred to King's College Hospital for open bowel surgery.

The Year 13 Folkestone School for Girls student, said: "It was amazing to meet Dr Soe and Alison and to be able to thank them both personally because it really is down to them and the other staff who were working on the unit that took care of me and stood by me, that I am alive today."

"The care they provided to both of us was amazing. I can't thank them enough for what they did for us."

Remembering back to when Lorraine was born mum Jenny, who is Head of Research and Innovation at Medway Maritime Hospital, said: "I was anxious, scared, stressed and overwhelmed when Lorraine went on to the unit.

"When I finally got to take her home in December 2005 it was surreal. I just

couldn't stop cuddling her. It was one of the best days of my life. For a long time she was called "Little Lorraine" or "miracle baby." She really wouldn't be here if it hadn't been for Dr Soe and Alison and all of the other staff on the unit. The care they provided to both of us was amazing. I can't thank them enough for what they did for us."

Dr Soe said: "It was a great honour and a very special moment to meet Lorraine and find out about the person she has become.

"We have a great team here at the Oliver Fisher Neonatal Unit and it's thanks to a highly skilled group of medical and nursing colleagues who provided the care Lorraine needed 18 years ago that she has gone on to live a full and happy life – just like so many other preterm babies we have cared for over the years."

Teaching life-saving skills to the next generation

Survival rates from an out-of-hospital cardiac arrest remain low in the UK, with fewer than one in 10 people surviving. That's why it's so important that as many people as possible are trained in cardiopulmonary resuscitation – more commonly known as CPR.

By Hayley Pierre



To help give the best chance of survival to people suffering a sudden cardiac arrest, our Acute Response Team (ART) and the Resuscitation Service Team regularly visit schools and clubs – such as football and swimming clubs - to teach the life-saving skill to children aged seven to 11 across Medway and Swale.

The Medway Hospital Charity purchased two small mannequins for ART to deliver the CPR training sessions.

Emma Coutts, Lead Nurse for ART (pictured below), said "We know that if someone experiences a cardiac arrest that bystander CPR and bystander defibrillation has a huge positive impact on the outcomes for those patients, and in some cases it really can be the difference between life and death.



"The sessions are designed to be fun and interactive while providing children and young people with vital resuscitation skills that could help to save a person's life."

Resuscitation Officer Graeme Hallows said: "CPR is one of those things that you hope you'll never have to use but by educating more people, including children, about how to do it we hope to see better outcomes for cardiac arrest patients across Medway and Swale."

Mark Sheather, Head Coach of Sheerness Swimming Club, which ART recently delivered the training to, said: "Whenever people are heavily involved in physical exercise there is always the potential they could need CPR. That's why we were more than happy for ART to come and teach CPR to our members so they know and feel confident in how they can potentially help to save someone's life."

Year 5 pupil Cameron Clark attended a training session run by the Resuscitation Team at Deanwood Primary School (pictured above). He said: "I think the session was really useful because it's a life skill that can help people and save their life.

"If your parents or friends collapse and you've learnt CPR it means you can do it straight away."

To request the Resuscitation Service Team or ART to visit a school or club to deliver CPR training, email medwayft.resus.service@nhs.net

WATCH:
CPR training at Deanwood Primary School
WATCH:
CPR training at Sheerness Swimming Club



More patients treated as day case rates rise

A ward dedicated to day case surgery is helping to get patients home the same day, reduce waiting lists and increase patient satisfaction.

By Stella Jones

Since September 2023, Sunderland Ward has been dedicated to day case surgery to increase day case rates and reduce the number of 'failed' day cases – where a patient intended as a day case has been admitted as an inpatient.

Sunderland Day Case Centre now cares for up to 40 patients, adults and children, each day.

The focus on day cases has enabled a faster turn-around of patients, which in turn has impacted on waiting times. What's more, patient satisfaction with day case surgery has increased thanks to the Sunderland Team introducing a phone call to patients at home the day after discharge.



Matron Claire Leaney said: "We realised we needed to change the culture and give confidence to staff and patients that same day discharge was safe. To do that, we needed data so we started using Patient First methodology and decided to introduce a follow-up phone call the day after discharge."

All patients who had a surgical procedure under general anaesthetic were told they would receive a call on their first day at home. Calls were made during quieter times and feedback relayed at the next ward huddle.

Claire added: "Many patients worry that once they have been discharged they won't know who to call or where to go if they have a concern or if something unexpected happens."

"A phone call lets our patients know that we care about them, they always thank us. In October and November, 2023, 349 day case patients said they were happy to have been a day case."

Benefits of day cases:

- Lower risk of hospital-acquired infections.
- Patient manages their own recovery.
- Patient gets a better night's sleep.
- Quicker recovery thanks to patients being around their own support network.
- Frees up inpatient beds.
- More efficient.

Some of the feedback received from the patient Friends and Family Test:

Everyone was amazing, thank you for looking after me.

The care received was first class.

The nurses were compassionate and amazing.

Patient First – our journey to improvement

The Sunderland Day Case team used Patient First methodology to help them identify the root cause of the challenge, and then a solution.

Patient First is the Trust's improvement programme which, although still being rolled out, is being widely used across the hospital. Sunderland Day Case

Centre is just one example of how it is making a difference.

Every week, we share our Patient First successes in Patient First In the Spotlight. This huddle takes place in the hospital main entrance at 8.15am every Thursday, and is open to all, including patients and visitors.





• Jim Brooks with daughter Primrose, wife Phoebe and Bereavement Support Midwife Danielle Burnett

Couple donates memorial bears to help other grieving parents

Fifteen memorial bears to help grieving parents following the loss of a child have been donated to our Maternity Bereavement Team.

By Hayley Pierre

Phoebe and Jim Brooks gifted the bears in memory of their son Jasper who died in April 2021 at just one day old.

Phoebe said "The pain of losing a baby and the impact it has on parents and families lives is so severe it's almost indescribable.

"The memorial bears made by the charity Making Miracles are very special as they have a zipped pouch at the back which is designed to hold ashes or any other important items that parents want to add to remember their child. Our five-year-old son Oscar has one called Jasper Bear that he cuddles at bed time.

"To celebrate Jasper's second birthday we decided to buy the bears and donate them to the Trust so they can be given to families who, unfortunately, find themselves in the same position as we did



two years ago. Our hope is that the bears will bring them some comfort while also providing them with something physical to hold during the darkest time of their life."

Following Jasper's death the couple went on to have their daughter Primrose who was born at Medway Maritime Hospital on 13 November 2022.

Chief Executive Jayne Black said: "We are extremely grateful to Phoebe and Jim for their donation. Losing a child is something nobody should ever have to go through but for those who do experience the sad loss of a child, the memorial bears will, I'm sure, provide comfort."

You can read the full story on our website.

Toddler benefits from first 'high intensity' surgery day

Four-year-old Tilly White is now pain free after she became one of 10 children to have their tonsils or adenoids removed using our first adenotonsillectomy High Intensity Theatre (HIT) list.

By Hayley Pierre

The ear, nose and throat (ENT) surgical team operated on double the usual daily number of young patients after the department was inspired by a Getting It Right First Time (GIRFT) publication about TonKIDZ, a project at Barking, Havering and Redbridge University Hospitals Trust, carrying out 100 tonsillectomies in a single week.

HIT lists, which require careful planning and team work, are designed to safely reduce the backlog for non-emergency surgery by focusing on just one type of routine surgical procedure so teams can operate on more patients.

Tilly, who was diagnosed with tonsillitis when she was six-months-old, had been on the waiting list for

an operation to remove her tonsils for a year.

Mum Sian, from Gravesend, said: "When we came in the surgeon, anaesthetist and nurses all came and introduced themselves and explained the process. It was quick and easy, and well organised. We were really well looked after throughout the whole day. The nurse also rang the next day to see how Tilly was doing which was amazing.

"The benefits of having the surgery are huge. Tilly sleeps so much better now and she doesn't snore. She used to drink 15, 330ml bottles of water a day because her throat was so sore and that's reduced by at least half. Her health really has increased tenfold."

ENT Consultant David Pennell, who led the project said: "We had one team operating on a patient while the other team was getting the next child ready for their anaesthetic, to ensure no theatre time was lost.

"All of the children went home the same day following observation. It really was a superb effort by all of the teams involved.

"The success was coupled with the fact that there is now a dedicated children's ward within Medway Maritime Hospital's Sunderland Day Case Unit for children to recover following the procedure. This not only means a better experience for children and their families but also a better use of theatre time."



• ENT Consultant David Pennell and Dr Samantha Black, Paediatric Anaesthetic Lead, with Tilly and her parents

Liver accreditation for Hepatology service

We are delighted to confirm our Hepatology service has attained the Improving Quality in Liver Services (IQILS) registration.



The IQILS programme, which was launched in July 2017, aims to improve the quality of medical liver services throughout the UK. It is supported by the British Association for the Study of the Liver (BASL) and British Society of Gastroenterologists (BSG), and works in partnership with the liver community, professional bodies, societies and patient groups.

This achievement, supported by the Royal College of Physicians, confirms our liver services' work is of a high quality, and is tailored to the needs of our patients, putting them at the heart of the service.

Congratulations to colleagues from the Hepatology Team (pictured left) who have put so much effort and dedication into gaining this important accreditation over the last 18 months.

Respiratory research study reduces infant admissions to hospital

Sixty-six babies were recruited to take part in the Hospitalized RSV Monoclonal Antibody Prevention (HARMONIE) study by our Neonatal Research Team.

The study looked at how strongly babies can be protected from respiratory syncytial virus (RSV), by giving them a single dose of nirsevimab - a monoclonal antibody immunisation.

Results from the trial show that giving a single dose of nirsevimab reduced the need for babies to be admitted to hospital by 83 per cent. This means instead of 10 children being admitted only two were.

Dr Aung Soe, Consultant Neonatologist (pictured far left), said: "Undertaking research here at the Trust is vitally important to us. We would like to thank all the babies and parents who have kindly participated in this important research study, as well as our research colleagues who recruited them."

Read more on our website.



• The Medway HARMONIE Team



Give the gift of life

Thanks to the generosity of eight donors and their families, 17 patients were able to receive transplants facilitated by the Trust in 2022/2023.

At present, there are around 7,000 people waiting for a transplant. However, as only 1,400 people die in circumstances where organ donation is possible, every donation is precious and can make such a difference.

You can choose, at any time, whether you want to be an organ and tissue donor when you die. Talk about it with your family and friends so that they know your decision and you know theirs. Families will always be involved before organ and tissue donation goes ahead and will be expected to support the decision their loved one makes.

It takes just two minutes to confirm your organ donation decision by visiting www.organdonation.nhs.uk



Putting you in control

Did you know we offer Patient Initiated Follow-Up (PIFU) appointments in the majority of our outpatients' services?

Instead of attending regular follow-up appointments scheduled by us, PIFU puts you in control of when you see a clinician as you can book an appointment when you need it most, up to 12-months after the date of your outpatient appointment.

Chief Executive Jayne Black said: "Patients know themselves best and whether or not they need to see a clinician. PIFU gives clinically suitable patients and their carers, the flexibility to arrange their follow-up appointments as and when they need it, based on their symptoms and individual circumstances. In turn it allows our clinicians to see patients most in need more quickly."

PIFU appointments are completely optional which means you can choose to continue having routine follow-up appointments if you would prefer.

To find out if PIFU is the right pathway for you, ask your consultant during your appointment or speak to a member of the nursing team.

More details can be found on our website.

Benefits include:

- Flexibility and choice.
- Savings in terms of time and money to attend appointments.
- Reduction in the number of journeys to attend what are sometimes unnecessary appointments.



Double celebration for young cancer patient

• Amelia rings the end of treatment bell with her proud parents by her side

It was a double celebration for six-year-old cancer patient Amelia O’Shea when she returned to our children’s ward.

As well as ringing the end of treatment bell, Amelia and her family were able to play with the toys that The Medway Hospital Charity bought on their behalf for the playroom on Dolphin Ward after they raised almost £3,000.

Her cousin, Arlo Smeed, launched the fundraiser after Amelia was diagnosed in September this year with Wilms’ tumour - a type of kidney cancer – on her left kidney.

The six-year old sold his toys to his friends by holding several boot fairs at his school to kickstart the fundraising. He set an initial target of £200 but it was soon smashed thanks to donations from family members, friends and strangers after they heard about the appeal through word of mouth and on social media.

Thanks to everyone’s generosity the money, which totalled £2,813, has paid for a PS4, a goal post - which is in the courtyard accessed from the playroom - as well as sensory toys, projectors, arts and crafts and cars.

Initially, it was thought that Amelia had a particular tumour with a poor prognosis. She had four weeks of chemotherapy before an operation to have her kidney with the tumour in it removed and sent off for biopsy followed by another four weeks of chemo.

Amelia’s mum Erin Thompson, from Chatham, said: “She’s been so brave throughout it all, so to see her ring the end of treatment bell and the new toys that have been bought for the playroom is fantastic.

“We’re so proud of Arlo for starting the fundraiser. It’s something I wanted to do but I was looking after Amelia. We hope the toys help to keep the children as happy as they can possibly be while they are on the ward.”

Watch an interview with Amelia’s mum Erin and aunt Rebecca on our YouTube channel.



• Play Assistant Sam Goggins with Arlo Smeed, Amelia O’Shea, and The Medway Hospital Charity’s Charity and Fundraising Manager Donna Law

Charity news



New Year, new you?

New Year is often the time we’re keen to take on new challenges and if it’s keeping your mind and body active, we’ve got the events for you!

The Medway Hospital Charity has secured five places in each of the following landmark events:

- Sunday 3 March - Paris Half Marathon
- Sunday 10 March - Barcelona Marathon
- Friday 22 March - Paris Marathon

Charity places mean you secure a spot at a fraction of the price, as long as you commit to raising an agreed amount in sponsorship.

To find out more, please visit the [Medway Hospital Charity website](http://www.medwayhospitalcharity.org.uk)



Charity Quiz Night

Friday 22 March

If you’d like to test your general knowledge, why not join us for our popular quiz nights?

The next event takes place on Friday 22 March at 7pm for a 7.30pm start.

All events take place at Medway Maritime Hospital in Below Deck Dining, Purple Zone, Level 1.

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

Please bring your own non-alcoholic drinks and nibbles.

On the night we also hold a charity raffle and a heads and tails game for £1 per person. The winner receives a £20 prize.

For more information, or to book your team, 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

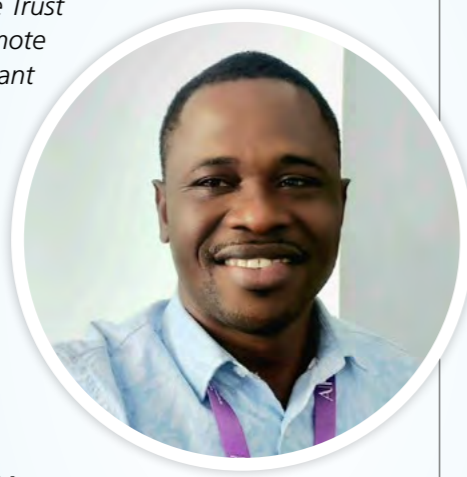
www.medwayhospitalcharity.org.uk

Why I became a member

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 the Trust's Lead Governor Cllr David Brake, and members of the hospital's Engagement Team, held an information stand at the Universities of Medway Welcome Fair. The Trust met nearly 200 students and signed up 70 new members; one such student was Foday Samura. He spoke to News@ Medway about why he signed up.

"I signed up to become a member of the Trust because I believe in their mission to promote health and a better life for everyone. I want to contribute to the Trust's efforts and positively impact the lives of people around my community."

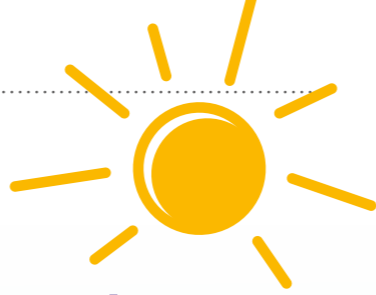
"I am a final year student at the University of Greenwich pursuing a bachelor's degree with Honours in Pharmaceutical Science. My choice to study Pharmaceutical Science combines personal experience and my interest in healthcare."



Following feedback, the Trust is working with the universities at Medway and is planning to invite pharmacy students into Medway Maritime Hospital to see the revamped pharmacy department in early 2024.

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

In the community



Tell us where we most need to improve in 2024

We are asking patients and the people of Medway and Swale to tell us what they think our priorities should be to improve care in 2024.

To help us capture their views, members of the public are invited to the Trust's Quality Priorities virtual public event on Wednesday 10 January 2024.

Here you will have an opportunity to tell us what you think we should be focusing on to help us raise standards of care. We want to ensure that the standards of care that we give are the best they can be when patients come into hospital. As the ones who experience our care, we know that patients, their families and carers are the best people to tell us this and help us continue to improve services here at the hospital.

Discussion will centre around three key areas of quality: Safe, Effective and Person-Centred Care.

The Quality Priorities event takes place online on Microsoft Teams, at 6pm on Wednesday 10 January 2024.

To book your virtual place, email: met-tr.members-medway@nhs.net



Governor elections are coming early 2024

LIVE IN MEDWAY OR SWALE?

LOVE TO TALK TO NEW PEOPLE?

WANT TO MAKE A DIFFERENCE TO YOUR LOCAL HOSPITAL?

We are looking for people like you to stand as a Governor of our Trust. Governors provide a link for local people and patients. They attend engagement events in order to meet local people and patients, listen to views and feed them back to the Trust to help us make changes and improve services.

They also attend quarterly Council of Governor meetings, ensuring that their views are heard by the Board and help us monitor the quality of our services.

Applicants must be 16 or over.

Find out more on our [Governor Elections page](#)

met-tr.members-medway@nhs.net



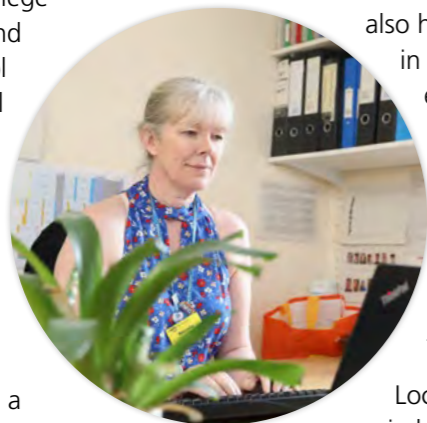
Terms will begin **July 2024** and last for three years.

Meet the Medical Education Team

Inspiring the future generation of NHS staff, our Medical Education Team, working with the Kent, Surrey and Sussex (KSS) Deanery, provides the infrastructure and support for the education, training and continuing development of medical students, postgraduate doctors in training and other health professionals at the Trust.

The dedicated Undergraduate Team partners with King's College London and the Kent and Medway Medical School (KMMS) to host medical students in their clinical placements across the hospital.

Elsewhere, the Medical Education Team hosts the two-year Foundation Programme for doctors, a work-based training scheme bridging the gap from medical school to specialty or general practice training. The programme helps newly qualified doctors to develop their clinical and professional skills in the workplace, prior to commencing their training scheme in readiness for core, specialty or general practice training, which will see them through to GP or consultant level.



Medical Education also has a role in developing educators and supports a large group of consultants who supervise both medical students and doctors in training.

Located opposite the main hospital building is The Education Centre, which aids the delivery of training and hosts state-of-the-art facilities within our Simulation Department. This provides realistic learning environments for a range of specialities, through the use of an Acute Clinical Simulation Room, a simulated ward, an immersive virtual reality room, and cutting-edge manikins.

Specialty and Associate Specialist (SAS) Doctors are also nurtured and developed in partnership with NHSE Kent, Surrey and Sussex (NHSEKSS). These doctors are a diverse group of clinicians with wide ranging skills that are vital to the NHS, representing around 20 per cent of the medical workforce in England.



June Mossop-Toms, Medical Education Manager, said: "We have an excellent and varied team of skilled trainers, simulation and other staff who strive to ensure our training programmes are delivered to the highest quality and meet the needs of our students and doctors in training. "We are a very busy centre, welcoming approximately 200 medical students throughout the academic year, more than 250 doctors in training 200, plus a large cohort of specialty service doctors every year.

"Our aim is to inspire excellence by educating our workforce to the highest possible standard, ultimately helping patients in Medway and Swale – and more widely across the NHS – to receive the best and most innovative care."



Your say Tell us about your experience!

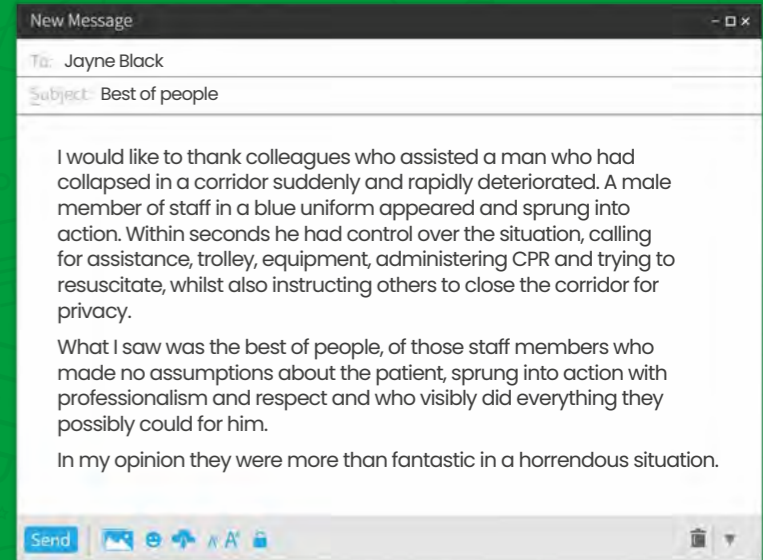
I've just spent a week in hospital with sepsis and pneumonia. The wonderful staff @Medway_NHS_FT got me well enough to spend Christmas at home.



I hope these (memory bears) bring comfort to families who sadly have been through a loss. There is no pain like losing a baby and we just wanted to send our love and comfort with a bear.



- Medway NHS Foundation Trust
- Medway_NHS_FT
- MedwayNHS



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

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

Free meals for parents and carers on children's ward

Food is now available free of charge for parents and carers staying with their child on Dolphin Ward.

Vidya Pundit-Dermody, Head of Nursing for Children's Services, worked with the Catering Team to create a breakfast, lunch and dinner menu after discovering that some parents and carers hadn't eaten, or were waiting for a partner, relative or friend to bring food in as they couldn't afford to purchase a meal.

Available each day, people can choose from either the daily dish of the day, or one of the always available main courses - sandwich, jacket potato with fillings or a salad.



• Vidya Pundit-Dermody, Head of Nursing for Children's Services, Karini Eksta, Catering Team Assistant, and Simon Clark, Senior Facilities Manager for Catering

Vidya said: "At Medway, we take the health and wellbeing of our parents and carers just as seriously as their child's.

"By providing parents and carers with a meal it is one less thing for them to have to worry about while their child is with us."

The menu can be found in each bed space. As part of a family-centred approach parents and carers are encouraged to eat with their child or they are welcome to use the parents' room on the ward.



HM Government

NHS



Get to the help you need

Use 111

If you need urgent medical help but you're not sure where to go, use 111 to get assessed and directed to the right place for you.

Call, go online or use the NHS App.

111

Help us
help you