

news @ Medway



**Staff star in
new values
campaign**



**Best of care
Best of people**

Inside:

- **Winter** - Help us while we care for you
- **Electronic Patient Records** - coming to Medway soon



Together we can face the challenges ahead

Welcome to the Autumn edition of News@Medway.

There is no doubt that the COVID-19 pandemic has presented significant challenges for the hospital over the last 18 months, but I am pleased to say that more recently we have seen the number of COVID-19 patients in the hospital stabilise despite relatively high case numbers in the community.

This is testament to the vaccinations that are now available and their ability to reduce serious illness in most people.

Sadly, at the height of the pandemic, we had to take the very difficult step to postpone and cancel some services at

the Trust in order to be able to manage the surge in emergency requirements, additional critical care services and other services related to the COVID-19 pandemic.

We know that this was far from ideal for our patients and appreciate your patience. I'm really pleased to say that thanks to the hard work of our teams we have been able to dramatically reduce our waiting times and will continue to do so in the coming weeks.

I would like to take this opportunity to thank colleagues who are working incredibly hard to care for increasing numbers of patients while also

planning to ensure that the Trust is prepared for winter – we know it is going to be a challenging one.

As we approach winter it is more important than ever that we have the full support of our community, and we know that COVID-19 and other respiratory illnesses still represent a significant threat to the health of our local population.

In this issue you will find out more about the things that you can do to help us, while we care for you.

George

Dr George Findlay
Chief Executive

Therapy dogs return to duty!



We've welcomed back therapy dogs Yazzy and Fred, bringing cheer to patients, staff and visitors at Medway Maritime Hospital.

Six-year-old Golden Retriever Yazzy and three-year-old Havanese Maltese cross Fred were regular hospital visitors prior to the COVID-19 pandemic, helping to reduce anxiety and stress in patients and staff.

As a result of the introduction of limited hospital visiting rules, the pair were unable to carry out their duties for some time. However, the popular

duo officially returned to work in October, after procedures were finalised to ensure the safety of the dogs and the patients they see, amid the ongoing COVID-19 pandemic.

Dr George Findlay, Medway NHS Foundation Trust Chief Executive, said: "Therapy animals make a real difference to our patients, bringing comfort and happiness during what can be a very stressful time in hospital. We are delighted to welcome back Yazzy and Fred."

Emergency Department wins prestigious award



The Trust's Emergency Department (ED) was awarded the Acute Service Redesign Initiative Award at the HSJ Value Awards in September for its 'Get it Right First Time' COVID-19 initiative.

The initiative is based on a workforce strategy that has transformed the capability and career potential of the ED nursing workforce over the past five years. It was clinically supported by an experienced emergency consultant and resulted in innovative ways of working and a new emergency care access model during the COVID-19 pandemic, allowing patients to have their needs addressed first time, by the right person, with the right skills from an experienced multidisciplinary team.

On being awarded this great accolade, Cliff Evans, ED Consultant Nurse, said: "Our team is so pleased to have won this prestigious award and it really does mean a huge amount to everyone involved to have been formally recognised in this way, particularly against the backdrop of the recent difficulties."

Committed to Research and Innovation

The Trust proudly recognises the benefits of Research and Innovation (R&I), which helps to improve patient care, general public, health, and education. We are involved in a number of important clinical trials and other research initiatives that are pioneering effective treatment of COVID-19 and could save hundreds if not thousands of lives worldwide. In 2019/20, a total of 136 research studies were conducted at Medway, while for a sixth consecutive year, we were the highest performing Trust at recruiting patients into clinical Trials in Kent, Surrey and Sussex Clinical Research Network.

Find out more about our R&I Developments

New Chaplain in post

The Rev Ruth Bierbaum has been appointed the new Lead Chaplain at the Trust, following in the footsteps of the Rev Lynda Cooke who has retired. Ruth brings with her many years of both chaplaincy and nursing experience, having been a Church of England Priest since 2000 and previously a Registered General Nurse, working mostly in Infectious Diseases and ITU.

Ruth, working alongside the Rev Clare Van Den Berg and the Rev Karen Nelson, provide spiritual support to patients and advice to staff on wards, and also run the Trust's chapel on the main corridor (Blue zone, level 2). Contact the team on medwayft.chaplaincy@nhs.net to find out how they can assist you when you spend time in hospital.



Help us, while we care for you

This winter, with the ongoing threat of COVID-19 and the resurgence of other respiratory conditions, is likely to be a challenging one for the NHS.

That's why staff at the Trust have been working hard with system partners to develop a comprehensive plan to address the challenges ahead. This plan builds on lessons that have been learnt from previous waves of the pandemic and will ensure we are prepared for a potential surge of patients in the winter months.

But we can't do it alone of course and as a member of our community, there is a lot that you can do to help us, while we care for you.

We are currently offering COVID booster and flu vaccinations to our staff and it is equally important this year that you get your winter vaccinations as soon as you are eligible. We know that:

- more people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- 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.

If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

Some people may be eligible for both the flu and the COVID-19 booster vaccines. If you are offered both vaccinations, it is safe to have them at the same time. You can find out more at www.nhs.uk/wintervaccinations

We would also ask that you continue to follow COVID precautions when you visit our hospital.

To ensure that we protect our patients, as well as visitors and staff, from the ongoing risks of COVID-19, appropriate infection prevention and control measures will remain in place for the immediate future.

You can help us to protect our patients and the community by continuing to observe these measures while you are on our site. These include:

- Wearing a mask while you are with us

- Keeping social distancing with other people
- Not visiting inpatients in large groups
- Attending your appointment by yourself unless you need a carer
- Washing your hands regularly, or using hand gel
- Walking on the left side of the corridor
- Not entering the hospital if you have COVID-19 symptoms, unless you require urgent medical care.

Thank you for your support and for helping us, while we care for you.



Vaccines are our best protection this winter.

It's easy for us to pass on COVID-19 or flu viruses without knowing. This winter there are two essential vaccines you'll need to protect yourself and your loved ones.

Find out if you're eligible now at nhs.uk/wintervaccinations

Electronic Patient Records are coming to Medway!

We are transforming the way we deliver patient care by introducing Electronic Patient Records (EPR) throughout the hospital.

At the moment, patient information is held in many different places on various systems, including on paper, which can cause unnecessary delays. In stages over the next three years, these records will be brought together into just one computer system.

The first phase will cover our 24 adult in-patient wards and Same Day Emergency Care (SDEC). The Trust is committed to delivering this as soon as possible but we must be sure that the time is right, as we know that winter always brings additional pressure to all NHS services.

Once EPR is fully in place across the hospital, all information about a patient's medical history and treatment will be available electronically, on screen, at any location, at any time.

David Sulch, Chief Medical Officer at the Trust, said: "Electronic patient records will have a profound impact and bring us into the 21st century. We have been preparing for the first phase for many months and remain

committed to going live with this new system as soon as we can.

"This is about giving our healthcare professionals the digital tools they need to do the job, every day. Electronic patient records will also vastly improve the patient experience. For example, patients should no longer need to give the same information to different members of staff several times or undergo repeated tests because there is no electronic record to access."

The same electronic patient record system is also being introduced at hospitals in west and east Kent, so records will ultimately be able to be shared between them too.

Emma Hughes, Senior Sister in the SDEC (pictured above), said: "We are very excited about this because we often only get temporary notes and limited information about our patients. With electronic patient records, we will be able to get the whole picture straight away. We will be able to quickly record everything on just one system, and will not have to spend time chasing for information, so it will give us more time to care."

What electronic patient records mean for you, as a patient:

- Less staff time spent on paperwork and admin
- No need to repeat your details to different staff
- Faster diagnoses, treatment and discharge
- More efficient referrals
- Less likely to need to cancel or reschedule appointments
- Improved patient safety (less opportunity for human error)
- Greater security of information
- Faster dispensing of prescriptions

You can find out more about our digital innovation programme, which includes the roll-out of electronic patient records, on our website. Alternatively, contact us at medwayft.eprteam@nhs.net



Midwife Brit is featured in our values campaign



Staff star in new values campaign

We've made it a priority to relaunch and embed our Trust values – 'Bold', 'Every Person Counts', 'Sharing and Open' and 'Together' – as part of the Trust's culture and improvement work. This is based on feedback from our staff, who told us that the values should be role modelled or lived and breathed in everything we do, to ultimately benefit our patients.

These values bind us as an organisation and are standards that we should all aspire to, providing a really important statement of the healthcare provider we want to be and of the way we work together. The values were originally shaped by feedback following engagement with more than 600 members of staff, through surveys, workshops and focus groups.

Recently, and in light of the COVID-19 pandemic, we relaunched the values with a series of new graphics displayed across the hospital and online starring our staff.

You may notice many familiar faces from across the Trust taking part in the launch. These are colleagues who represent many different disciplines including clinical and non-clinical roles, from housekeepers, to doctors, nurses, midwives and administration staff.

In the graphics, you can read first hand quotes from our colleagues about what our values mean to them and how they have lived them, particularly throughout the COVID-19 pandemic. See some examples below:

You can also watch this video with Gary Lupton, Director of Estates and Facilities, who talks about what values mean to him and how they have been represented by colleagues across the Trust during the COVID-19 pandemic and beyond.



Star Awards for better patient care

To support improving patient outcomes, the Trust launched a new scheme to recognise and celebrate wards at Medway Maritime Hospital who are consistently delivering the highest standards of safe patient care.

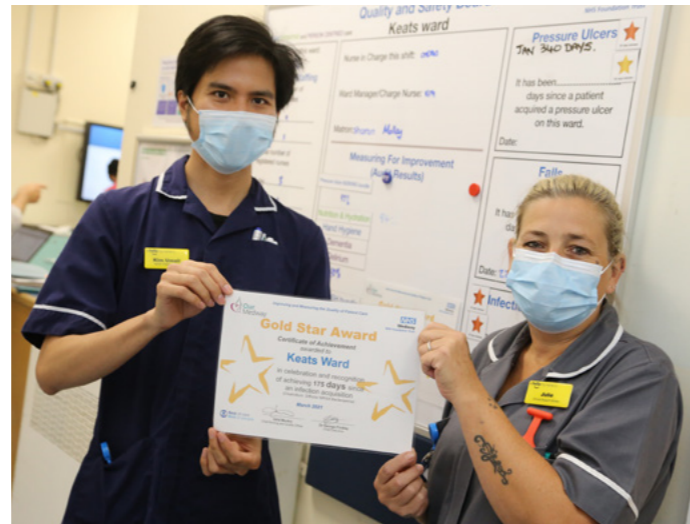
The Star Awards have now been in place since September 2020, and they recognise wards that have managed to operate consistently without an incident of a hospital-acquired infection, fall or pressure ulcer. For 50 days since an incident, the ward is awarded a Bronze star. 100 days is a Silver star and, for those that make it to 150 days, a Gold star is awarded.

While hospital-acquired infections, falls and pressure ulcers can still occur despite the best efforts of clinical staff, making sure that protocols are consistently followed can significantly reduce the risk of them happening.

When a ward hits the threshold for a Gold star, it is presented to the ward staff in person by the Chief Nurse and Chief Executive. All of those wards who reach a new star status are publicised through the Trust's internal communications, to recognise their achievement and celebrate their success.

The Stars are also displayed on the Quality and Safety boards that are now on every ward – so you can check out how the ward you are on or visiting is doing.

Since launch, we have given out 24 Gold stars, 40 Silver stars and 96 Bronze stars!



Remembering our organ and tissue donors

This summer we were proud to unveil our Hero Wall of organ and tissue donors, with the plaques becoming part of the larger Gift of Life artwork installation in the atrium at Medway Maritime Hospital.

We were very pleased to be able to welcome Dale Gardiner, the national clinical lead for organ donation at NHS Blood and Transplant, to unveil the wall, which proudly displays the names of those patients at the Trust who donated their organs and tissues. Dr Gardiner was joined by Trust Chair Jo Palmer, Trust Organ Donation Clinical Lead Dr Paul Hayden, and the Trust's Organ Donation Committee Chair – and wife of an organ donor Tristan Lewis – Dr Gill Fargher.



Speaking at the virtual event, Dr Fargher said: The gifts that your loved ones have made has ensured that a number of desperately ill people in need of life saving or life transforming transplants have been able to realise that wish. The benefits to the individuals concerned, their families and to society in general are immeasurable".

You can visit the Hero Wall when you visit Medway Maritime Hospital by visiting

the ground floor of the atrium in Green Zone. You can find out more about organ donation by visiting www.organdonation.nhs.uk

Pictured: Dr Paul Hayden, Dr Gill Fargher, Jo Palmer and Dale Gardiner.

New network to support parents

In July, the Medway Fetal and Maternal Medicine Centre hosted a launch event for their Parents' Network group.

The network was been designed by Fetal Medicine Consultant Professor Ranjit Akolekar to involve and engage parents who have experienced a difficult pregnancy to help shape our services in the future. They can use their own experience to offer insight when developing the clinical pathways and provide peer support to families experiencing similar situations.

Professor Akolekar said: "We do the best we can in terms of giving care, but sometimes it is not enough and I think it is necessary to have support from women and their families in being able to provide support to other mums who are going through a similarly difficult pregnancy."

It was a highly emotional and inspirational evening hearing from incredible families sharing their pregnancy journeys and why they believe the Parents' Network will be important to so many.



One of those brave parents was Karly Jones, who believes: "A parent network is an invaluable resource for those parents going through the unthinkable, providing a listening ear and a friendly chat to someone who has lived through it and has come out the other side. My experiences with the Fetal Medicine unit have been nothing short of amazing and Henry wouldn't be here without them. Sharing my experiences to help bring comfort to others is so important."

Hear from some of the inspiring parents who attended, sharing their views on the Parents' Network, and about the difference the care made to their them and their families.



Charity news



New website launches

The Medway Hospital Charity is incredibly excited to announce we have our own website. It's a one-stop shop for fundraising. You can sign up for events; use our shop to buy items, including Christmas goodies, and to make a donation.

Our new charity lottery will be going live later this year (you will be able to sign up for it on our website and in the hospital main reception) and you can also support our work through Amazon Smile.

The online retailer's scheme supports good causes. If you register and choose Medway NHS Foundation Trust Charitable Fund as your chosen charity, Amazon Smile will make a small donation direct to us on any eligible items. It's a win-win. You do your normal shopping and we receive a donation to support our work.

The new website is also the place to find out what our fundraisers have been up to and how we have used your generous donations.



www.medwayhospitalcharity.org.uk

Fundraising updates

The charity was delighted to spend £12,255 on 15 buddy chairs. The chairs, which recline fully and can be used as beds, are used by relatives who want to stay with their loved-ones on an end-of-life care plan. We know having this opportunity will make such a difference to our patients and their families.



We have bought 12 observation machines for the side room in Lawrence Ward, our cancer unit, at a cost of £15,600. This was an important project to support as our patients have little or no immune system and by having individual units, we know we are doing our best to protect our cancer patients.



Two big fundraising events were held this summer and the money raised by the Rainbow Day and Charity Football Day will be used to make improvements to our staff rooms to give our colleagues the opportunity to take a break and rest in a more welcoming space.

More than 50 schools and nurseries, including Busy Bees Hempsted pictured below, signed up for a rainbow non-school uniform day to raise money for the NHS' birthday in July.

The children had such an amazing time dressed up in their rainbow-coloured clothes and a stunning £7,000 was raised.

An incredible £6,650 was also raised for the Charity after Chatham Town Football Club and construction firm Bauvill

hosted a family fun day to thank hospital staff.

The day was organised to say thank you to the 4,000 plus NHS workforce based at Medway Maritime Hospital in Gillingham, for their incredible and tireless work, particularly over the past year in response to the COVID-19 pandemic.

Celebrities and former professional footballers took part in the charity football match held at the Bauvill Stadium in Chatham on Sunday 4 July. Among the stars on the pitch were actor Tamer Hassan, Love Island contestant Jack Fowler and 'F2Freestyler' Jeremy Lynch, plus former England and Gillingham manager Peter Taylor, ex-Charlton Athletic players Kevin Lisbie and Paul Hayes, and former England striker Lianne Sanderson.

On the day, NHS staff and their families

were treated to stalls, refreshments, pamper areas and goody bags, as well as the VIP football match. Local businesses were extremely supportive and donated items for a raffle and items for attendees to enjoy.

The Rapid Relief team also came into the hospital on 5 July, the NHS' Birthday, and donated 2,000 breakfast bags to our staff to say thank you for everything that we do.

As always, we would like to say thank you to everyone who has made a donation. It's an incredible feeling to know you are thinking of us and support the charitable work that we do to benefit our patients, their families and our staff.



01634 825398



medwayft.charity@nhs.net




www.medwayhospitalcharity.org.uk

Pictured: Representatives from Chatham Town and Bauvill present a cheque to Deputy Chief Executive Gurjit Mahil (far left) and Fundraising Officer Cheryl Jones

Engaging with you...

It has been a busy few months for our new Governors who have been completing the induction process and familiarising themselves with the Trust, however some of them have also managed to get involved with engagement events, Quality Assurance Visits and Dementia Training along with some of our existing Governors. Two of our governors have also been supporting the Patient Experience Team with interviews relating to the Trust's new Patient Experience Strategy.

 Cllr David Brake Lead Governor and Partner Governor, Medway Council	 Diana Hill Public Governor for Medway	 Penny Reid Public Governor for Medway	 Jacqui Hackwell Public Governor for Medway	 Philippa Ruddlesdin Public Governor for Medway
 Adrian Parsons Public Governor for Medway	 Ian Chappell Public Governor - for Medway	 Tim Newman Public Governor - for Medway	 Olaide Kazeem Public Governor - for Medway	 Zoe Van Dyke Public Governor for Medway
 David Nehra Public Governor for Swale	 Peter Cheevers Public Governor for Swale	 Bill Sakaria Public Governor for Swale	 Amran Hussain Public Governor - Rest of England and Wales	 Helen Belcher Partner Governor for Charities
 Claire Thurgate Partner Governor, Canterbury Christ Church University	 Cllr John Wright Partner Governor, Kent County Council	 Mohamed Mohamed Staff Governor	 Kim Lancaster Staff Governor	 Nithesh Mathai Staff Governor
 Lisa Marsh Staff Governor	 Adebayo Da'Costa Staff Governor	If you would like to contact a governor, please email medwayft.governors@nhs.net or ring the membership office on 01634 825292 .		

We currently have one Public Governor vacancy for Swale and two Partner Governor vacancies.

Virtual Dementia Tour

The Virtual Dementia Tour is a unique experiential learning opportunity which gives staff the opportunity to experience what dementia might feel like. Based on years of research, this two-hour session is now delivered in-house by Jo Dron (Dementia and Delirium Clinic Nurse Lead), Sharon Ripley (Practice Development Nurse), and Iain Tredway (Deputy Clinical Nurse Specialist).

The objective of the tour is to increase understanding and insight into how people with dementia experience the world. It is available to all staff (clinical and non-clinical), but is especially useful for those people working with people who have dementia.

Five governors attended a Virtual Dementia Tour in August and there was a mixture of both existing and new governors. For the majority, it was the first time they have had the opportunity to visit the hospital.

Jacqui Hackwell (Public Governor for Medway) said: "The experience was a truly insightful delve into many of the issues patients may experience. It's very interesting to see how differently we all reacted throughout the virtual experience!

"It was also really nice to meet new governors in person. This really led to a sense of camaraderie as we undertook this training together. I look forward to more person to person meetings and training as we progress post-COVID."



Improving your patient experience

We have been working with you to improve patient experience here at Medway Maritime Hospital.

We invited members of the community to attend our patient experience focus groups that were held virtually and at Medway Maritime Hospital. We have conducted interviews, a survey, taking part in ward visits and hosted a staff focus group so we could collate a wide range and detailed view from many, to form our patient experience strategy.

We have been developing our patient experience strategy and have teamed up with the Public Engagement Agency, who are an independent organisation commissioned by the Trust to support this important piece of work.

Improving patient experience is a key strategic priority for the Trust and understanding patients' and their families' experience of care is a key component to successfully delivering high quality, safe, effective, person-centred services.

One of our face-to-face attendees was Ronnie Cottrell, Service User Engagement Lead at Demelza who said: "I was really pleased to be part of the patient experience consultation at Medway NHS Foundation Trust this summer. During the session we were able to share our experiences

and have our thoughts listened to and more importantly heard. I felt that they heard me say how important lived experience and personalised care really is. I want someone to consider all of me when treating my health not just the condition that they are presented with."

After attending the staff focus group, Kerry Cooper, Quality and Compliance Assistant at the Trust, said: "It was an honest discussion reflecting on good and bad experiences. As carers and relatives, we know the patient best as we care for them on a day-to-day basis. It was good to know we were not alone in how we felt. Good communication and being listened to seemed to be the main priority for all of us, along with empathy and staff doing what they say they will do. I am confident that the experiences we shared will help shape the future of the patient experience moving forward."

The team are now working hard to form the new patient experience strategy.

Thank you to everyone who has taken part, who have shared their stories and given their advice, all to help improve and provide the best service for our patients and their families here at the Trust.

Quality Assurance Visits

The Ward Quality Assurance Visit programme is an internal peer review system that the Trust has adopted to enable a proactive approach to address any identified risks and recognise and promote good practice Trust-wide. Four assurance visits take place each month, with two clinical areas visited on a fortnightly basis.

The visits help staff understand what expected standards are, and promote safe, effective and person centred care with an emphasis on continuous improvement.

Some of our Governors, including Penny Reid, Public Governor for Medway (pictured above) have been able to be involved in these visits along with our Non-Executive Directors, Matrons, Heads of Nursing and Specialist Nurses.

More of our Governors are scheduled to take part in future visits, and these will continue on an ongoing basis.



HM Government



BOOST YOUR IMMUNITY THIS WINTER

**WITH THE FLU VACCINE
+ COVID-19 BOOSTER**

Flu and COVID-19 can both be life-threatening and spread more easily in winter. If you're over 50 or in an at risk group, you are eligible for a free flu vaccine and a COVID-19 booster.

Get vaccinated. Get boosted. Get protected.

nhs.uk/wintervaccinations