

Spring 2022

**NHS**

Medway

NHS Foundation Trust

# news



# Medway



**William's pizza deliveries bring joy to staff**



**Best of care  
Best of people**

Inside:

- **Making history** - cancer care performance soars
- **Innovative care** - new technology for heart patients



# Green shoots following a tough winter

Welcome to the spring issue of News@Medway. Inside this edition you will read about some of the improvements patients are experiencing at Medway, whether that's people using our Emergency Department, undergoing cancer treatment, or through our specialist services.

These stories are particularly encouraging as they come at the end of a winter that has been really challenging, not just with the usual seasonal pressures, but with another surge of COVID-19.

We saw many patients who were very unwell and required admission to hospital, and our staff worked hard

to prioritise the sickest and safely discharge those who could go home. I would like to thank them all for their compassion and dedication to their roles.

I would also like to take this opportunity to thank our community for their patience and understanding when waits have been longer than we would wish.

We have made progress, but we need to be even better and in this issue you will hear about our new Patient First strategy that will help us to return our services to normal following the disruption of the pandemic and provide us with the tools and processes to focus on improving the things that

really matter to our patients.

Patient First is a different approach to previous improvement plans and brings with it tried and test methods from some of the country's most successful hospitals.

We are not quite yet the outstanding organisation our community deserves, but everyone in the Trust is entirely focused on getting to this point. Thank you for your support as we continue to deliver service improvements for our community in 2022.

*George*

**Dr George Findlay**  
Chief Executive



## The News@Medway team

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## Patients seen more quickly thanks to changes

Patients coming to Medway's Emergency Department are being seen more quickly now thanks to improvements introduced this winter.

The changes have been recognised by NHS England, which plans to share the new operational model with other trusts around the country to help them improve the experience of their patients.

Clinical leaders within the department developed a new operational model of care to improve patient safety following a gruelling winter and very tough summer last year. Early waves of COVID-19 had proved challenging, particularly with the Kent variant, and staff absence had added to the pressures in the department which continued well into 2021.

The team had seen standards of care falling short and came up with a series of measures to improve patient safety. They created a new, easy to follow escalation process based on a Plan, Predict and Prevent model, which

provided a framework to guide best practice.

Supported by new leaders within the Executive Team, they came up with more efficient ways of using cubicle space for patients with the greatest need, and increased space in the resuscitation room. They also introduced senior decision-making roles where patients enter the hospital, especially during the evening, so that patients were more quickly seen in the right place by the right person.

As a result of the changes there has been a reduction in 60-minute ambulance delays of more than 60 per cent and handovers within 15 minutes have doubled. The Trust is now sharing its insights with other trusts who have long ambulance handover delays.

Improvements within the department also mean no acutely unwell or undiagnosed wait in corridors, and nurses are able to provide dignified care to patients when they come into the hospital.



## Keeping everybody safe

Keeping our staff, patients and visitors safe remains our top priority during the pandemic.

While restrictions have been eased in many settings, you must continue to wear a mask (unless exempt) when visiting our hospital.

Other COVID-19 safety measures are also still in place across our site until further notice. You can find out more information on our website.

Thank you for your co-operation during this time.

## Not in a day's work

NHS staff across Kent and Medway are reporting more and more incidents of the abuse they face when they go into work.

We cannot accept abuse – verbal or physical – towards our workforce. They are there to help, not be abused.

Please don't take your frustrations out on our staff. It really is not in a day's work.



## Have your say on vascular services

A public consultation is currently open on improving vascular services across Medway, Maidstone and East Kent. The proposals include creating a single specialist Vascular Centre for specialist surgery at Kent and Canterbury Hospital.

The consultation closes on Tuesday 15 March. You can find out more about the proposals, and have your say, by visiting <https://jointconversation.scwcu.nhs.uk/vascular-services>

## Health and wellbeing initiatives meet gold mark standards

We're pleased to announce that the Trust has been awarded the Kent and Medway Healthy Workplace Gold Award, in recognition of our ongoing achievement in promoting a healthier working environment for staff.



The Trust achieved Bronze status in 2020, but after an assessor recently reviewed the Trust's policies, procedures and support in place, and spoke to a cross-section of staff to ensure that what we said we were doing was actually being put into practice, Medway was awarded Gold after it exceeded the criteria for the Silver award!





Some of our fantastic Cancer Services Team on Galton Day Unit

# Trust makes history as cancer care performance soars

Cancer patients under our care are receiving some of the fastest access to cancer treatment in the UK after the Trust achieved the national standard in four key areas of cancer care (two-week wait, 31-day wait, 62-day GP referral and 28-day faster diagnosis) for the first time in its history – despite the pressures of the pandemic.

For two consecutive months the Trust met the national 62-day cancer standard, with one month seeing the highest performance the Trust had recorded against the 62-day standard in more than two and a half years. Established by the NHS to provide a common expected standard of cancer care that hospitals should provide for patients, it means that from an initial discussion with a GP about the suspicion of cancer, to starting active treatment for cancer should be no more than 62-days.

Since the COVID-19 pandemic began, our Cancer Services Team has worked hard to improve the service it provides patients with cancer, or suspected cancer; this has included

strengthening the leadership within the team and having a stronger focus on collaborative working with other departments in the Trust and external partners, such as Macmillan Cancer Support.

*“Making sure that treatment begins quickly doesn’t just mean better clinical care – it means greater reassurance and peace of mind for patients and their families too.”*

The Trust also works closely with Kent and Medway Cancer Alliance, which brings together clinicians and managers from health, social care and other services to transform, develop and improve the diagnosis, treatment and care for cancer patients.

Chief Executive Dr George Findlay said: “I am incredibly proud of all of the hard work of the cancer services team to improve the care that we

provide for our local community. Receiving a cancer diagnosis is one of the most frightening things that can happen to someone, so making sure that treatment begins quickly doesn’t just mean better clinical care – it means greater reassurance and peace of mind for patients and their families too.”

If you are worried you might have a cancer symptom please get in touch with your GP as the earlier it is diagnosed, the more likely it is that treatment will be successful.



# New family oncology room created on Dolphin Ward

Twin boys who beat cancer, opened a new room created for young oncology patients and their families at Medway Maritime Hospital, thanks to their parents’ fundraising

Austin and Edward, who are both six-years-old, received regular chemotherapy sessions on Dolphin Ward after Austin was diagnosed with acute lymphoblastic leukaemia in 2017 and Edward was diagnosed with the same form of blood cancer in 2018 - just two weeks before their third birthday.

Due to the boys’ immune systems being compromised by the treatment, they were confined to isolation rooms

and unable to use the ward’s playroom during their stay.

Mum Sian Milne and dad Tom Gasson, from Tonge, wanted their sons, and other young cancer patients, to have as normal a life as possible while on the ward, so they came up with the idea of creating a family oncology room. It means children who need to isolate because



of their condition now have a safe space to go to play, watch a film or eat with their family.

Although Austin finished his treatment in December 2020 and Edward in July 2021, the brothers are still seen by the Coast Oncology Team on a regular basis.

It’s not the first time the hospital has helped to save the boys’ lives though. A scan at 21-weeks showed Sian was at high risk of

losing them both. Following bedrest and surgery, the twins were born at 34-weeks and cared for by the Oliver Fisher Special Care Baby Unit.

“We always knew we wanted to give back to the hospital in some way as we wouldn’t have our babies without the wonderful staff who work there,” said Sian.

Consultant Paediatrician Dr Naser Ben Ramadan, the lead of the Paediatric Oncology Children Service Unit (POSCU), said: “I would like to say a huge thank you to the family for creating the new family oncology room. I’m sure it will make a huge difference to the lives of many families who, unfortunately, find themselves in a similar situation.”



## WING WALK for Medway!

The **Medway Hospital Charity** has teamed up with The Wing Walk Company to offer staff and supporters the opportunity of a lifetime on **Saturday 11 June 2022!**

Do something incredible to help raise money for Medway Hospital by taking part in this unforgettable experience. Soar through the air of speeds of up to 120mph, atop the wing of a Boeing-Stearman biplane and help improve the lives of the patients we care for. Spaces will fill up fast - so don't delay, book your place today!

If you're interested in taking part please email [medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net)





## The team that's never in a spin over tonnes of washing

Where might you find surgical instruments, a mobile phone, credit card and a set of false teeth?

Surprisingly, the answer is the hospital laundry, as these are all items that have found their way into the bundles transported from wards to our on-site washing facilities.

The sifting and sorting carried out when the cages are unloaded ensures valuables and personal items don't go into the giant washing machines, and are all part of a day's work for the team.

Medway Maritime Hospital is lucky to still have its own laundry, housed in an inconspicuous unit near the Marlborough Road entrance. And while many aspects of patient care have changed beyond recognition since the hospital opened in 1905, the need for freshly laundered bedding is as fundamental today as it was then.

As well as sheets, blankets and pillowcases, the laundry handles scrubs, towels, and even mopheads. Although the contents of the laundry

basket might not have altered much over the years, the equipment used to get them clean certainly has.

Just in the past year the Trust has invested more than £650,000 in equipment, including five new dryers, a new large sheet ironer, an upgraded small ironing machine, and a blanket folder. In addition, three of the seven giant washing machines, which handle about 8,000kg of laundry per day, have been refurbished. A new dosing system has also been installed to replace the old powder system, improving the laundry's green credentials.



Twenty-three members of staff, including engineers and admin staff, keep the laundry running like clockwork, from unloading the cages, sorting the washing into categories, loading and unloading the machines, drying, ironing and folding.

The work is physical and the conditions often hot (or cold) but the team take pride in the five-star quality they offer, and speed at which they process the loads that appear in the shelter outside their doors.

Tim Cowell, Senior Facilities Manager (Logistics), who is in charge of the laundry, describes the team as 'amazing.' He said: "They work really hard to make sure colleagues on the wards have the linen they need, to make sure clinical staff have scrubs, and that housekeepers have their mops.

"They're often unseen, but are vital to the running of the hospital. I'm proud of all they do – they're some of our unsung heroes."

## First Trust in Kent to offer new technology for heart patients

Medway's Arrhythmia Services Team has proudly launched a new state-of-the-art service for patients at the hospital, bringing yet more innovation to the care of people with the condition.

The 'LinQ2' device is a small device that is implanted into the chest of patients and helps to remotely manage and monitor those with irregular heart rhythms, improving their quality of life and preventing unnecessary trips to hospital.

The Trust's Arrhythmia Team – made up of Nurse Specialists Owen Rogers, Cathy Denne and Steven Castle (pictured) – is the first in Kent to offer this service via an NHS hospital.

The launch follows hot on the heels of the technology previously offered to patients, the 'LinQ1' device, but with added benefits. Cathy explains: "We are really happy to see our patients benefiting from the rollout of the 'LinQ2' device, which is far more advanced and offers better functionality such as

remote programming, preventing unnecessary visits to our hospital clinic.

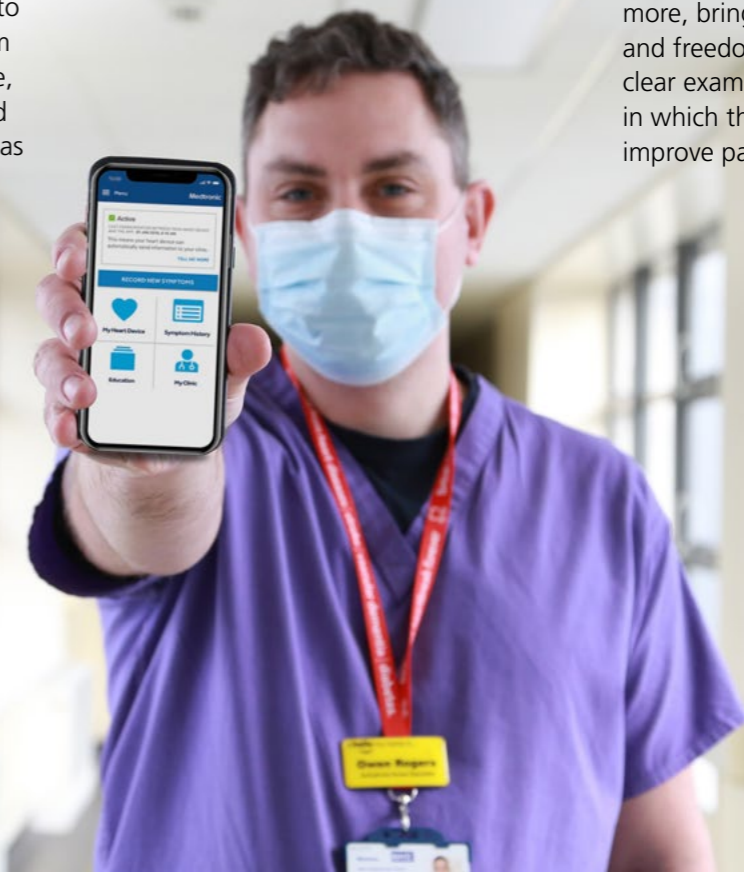
"The device also brings better arrhythmia detection and improved comfort following implant, but above all smartphone integration, with the ability for patients to document their symptoms on a live basis and share these with us more efficiently and accurately."

Owen added: "We are very proud to be the first NHS hospital in Kent to offer this service. We've already heard from our patients about how the 'LinQ2' device is benefiting them and giving them more freedom, while improving the care of their condition through this new technology. Importantly, if we do see something that the device flags as abnormal, we can remotely reprogramme the



technology, without the need for the patient to visit hospital."

Steven said: "It's fantastic to be able to monitor our patients in this way, making the most of the latest and modern technology that is available to us. The 'LinQ2' works alongside a smartphone app to do everything that the previous device did and more, bringing improved flexibility and freedom to our patients. This is a clear example of the innovative way in which the Trust strives to work to improve patient care."







## New Zedscan machine strengthens cervical testing

Women who come to the Trust for a colposcopy – a follow-up test for abnormal cells that can be required after an initial cervical screening appointment – will now benefit from a new piece of equipment that will help identify potential issues earlier and more clearly.

Zedscan works by using a small electric charge to pick up potential differences in cells during a routine colposcopy. These differences can identify cells that may potentially, over time, become cancerous.

A handheld machine that provides real time results straight to a computer,



Zedscan offers a quicker, more accurate way of determining cells that have the potential to develop into cancer. That means a clearer diagnosis of areas where cancer may develop, which in turn means better, more

targeted and faster treatment for patients.

Suzanne Freeman, Colposcopist and Senior Sister for Ambulatory and Emergency Gynaecology at the Trust (pictured), said: "Zedscan is an additional tool we can use in colposcopy exams that means we can be more accurate in our assessments. Using Zedscan will mean that some appointments may take a little longer, but the process is entirely pain free. By using it, we can be more confident in collecting biopsy samples we need when we need to, give

greater assurance to the women we are caring for about their treatment and care – and in some cases avoid the need to collect biopsy samples all together - and safely discharge women until their next appointment in three years' time."

## Step change programme puts patients first

Providing healthcare for a large population can be a complex process, but there are some very basic principles of care that are important to those we care for.

We know that you want to be seen quickly in our Emergency Department if you need urgent care, that you don't want to wait a long time for an outpatient appointment, a scan or surgery, and that you are discharged quickly and safely when you are an inpatient.

We also know that if you have suspected or confirmed cancer you want to be seen quickly so that you can receive reassurance about your condition or begin your treatment. And whatever the nature of the care you receive, you want to receive it from highly trained and compassionate professionals.

These basic principles of care are important to you, and they are just as important to us; that's why they will be the key focuses of our new Patient First strategy.

Patient First will build on the successes of the past, but bring greater clarity,



structure and support so that our staff can make more significant improvements quicker. Unlike some of the overly ambitious improvement plans of the past, we will focus on fewer priorities – we like to describe this as an inch wide, mile deep philosophy. In other words, we will concentrate on priorities that will make the biggest difference to delivering better, more timely care for our patients.

Alongside the areas we have already mentioned, we will also work to ensure that your hospital is financially sustainable; this means living within our means and providing high quality services through optimising the use of our resources. The tax that you pay goes towards financing the NHS and it is our responsibility to make sure we get the very best value for it.

Ultimately, we want to ensure that our patients receive compassionate and safe care in the right place, at the right time, every time.

Through achieving this we can become the outstanding organisation that the people of Medway and Swale and all of our staff want.

## Long-serving hospital radio volunteer awarded MBE

Long-serving Hospital Radio Medway (HRM) volunteer Eunice Norman (pictured) has been presented with an MBE by Prince William for her 'services to the community' and support of the NHS.

Eunice is the Chair of HRM and has been since 1973. HRM is a voluntary organisation that is part of the Medway League of Friends. The charity runs shops and uses the proceeds raised to fund bids from various departments and wards, for equipment to support patients and staff at Medway Maritime Hospital.

During the presentation Eunice met royalty in the form of the Duke of Cambridge and received her MBE, which is awarded to someone for 'making a positive impact in their line of work' and is decided by a special committee including the Prime

Minister and The Queen.

Eunice said: "I met Prince William and it was lovely to have a brief conversation with him and receive my award – he knew about my background as a radio DJ and host and asked if I did a lot of mixing of records! He was very lovely and genuinely interested in my volunteering work in support of the Medway community and the hospital.

"When I first found out about the award I was incredibly chuffed – it's not something that somebody ordinary like me would expect to receive. It's certainly one for my family but I've also received this MBE on behalf of the entire HRM team. They do a magnificent job and we all enjoy supporting the patients, who are lovely, as well as the visitors and hard-working staff at Medway Maritime Hospital."



Dr George Findlay, Chief Executive, paid tribute to Eunice for her amazing service. He said: "Eunice has been a stalwart for our hospital over the years, alongside the Medway League of Friends, and deserves this accolade which is fantastic recognition of her efforts. Congratulations to Eunice from everyone at the Trust."





*Pictured: Hospital Hero Award winner Alison Youdale, Advanced Neonatal Nurse Practitioner on the Oliver Fisher Special Care Baby Unit*

## Winners of Medway Annual Staff Awards 2021 revealed

Each year the Trust presents Staff Awards to recognise and reward members of staff who have excelled, or shown great passion and commitment to making Medway Maritime Hospital the best it can be for patients and colleagues.

Congratulations to all the 2021 winners:

### Vision and Values Award

**Winner** – Lowella Suba Nurse Co-ordinator for Frailty Flow Pathways, Elderly Care

### Teamwork Award

**Winner** – Pharmacy Team  
**Highly commended** – Iram Ahmed, Acting General Manager for Diagnostics and Clinical Support Services

### Employee of the Year Award

**Winner** – Amber Servante, Clinical Support Worker on Trafalgar Ward

### Team of the Year Award

**Winner** – Dolphin Ward

### Support and Compassion Award

**Winner** – Claire Harrison, Patient Advice and Liaison Service (PALS) Officer (awarded posthumously)  
**Highly commended** – Pat Craddock, Ward Hostess

### Learning and Innovation Award

**Winner** – Simulation Team

### Equality and Inclusion Award

**Winner** – Alexandra (Dianne) Sobers, Medical Records Manager

### Goals and Performance Award

**Winner** – McCulloch Ward

### Volunteer of the Year Award

**Winner** – Therapy dogs Yazzy, Poppy and Fred - awarded to their owners volunteer Janice McCauley, bank Clinical Support Worker Charlotte Dawson and the Trust's Voluntary Services Manager Zoe Goodman

### Hospital Hero Award

*Winner chosen by the Medway Messenger*  
**Winner** – Alison Youdale, Advanced Neonatal Nurse Practitioner on the Oliver Fisher Special Care Baby Unit (pictured above)

**Special mentions** – Samira McDonald, a bank staff member on Lister Ward, and Yvonne Morrison, Lead Specialist Bereavement Midwife

## Your Say



The sensitive approach taken by the Consultant and his nursing team was amazing...all the way through the team where considerate and caring.

@YazzyDr beautiful dog and lovely owner. We loved meeting Yazzy when mum was in hospital, definitely lifted the mood of the patients. Well done Medway Hospital x



It was such a relief to receive such rapid professional care at a time when services are under great pressure and scrutiny. Thank you.

Thank you to all the staff at The Breast Unit #MedwayMaritimeHospital



## Tell us about your experience!

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

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

**Medway NHS Foundation Trust**

**Medway\_NHS\_FT**

**MedwayNHS**



## First areas of hospital go live with new electronic patient records system

The Trust successfully introduced electronic patient records (EPR) in the first areas at Medway Maritime Hospital in November 2021.

The smooth launch of EPR in 26 adult in-patient wards and Same Day Emergency Care, marked an exciting milestone in the Trust's digital transformation journey and the beginning of a transformation in the way that care is delivered to patients.

This was the first of five phases of roll-out of EPR under the Trust's Digital Innovation programme. The new system will ultimately consolidate numerous existing patient information systems into just one – the Sunrise EPR system provided by Allscripts. The Trust is the first healthcare organisation in the world to be using version 21.1 of the system.

Once fully in place across the Trust, all information about a patient's

medical history and treatment will be available electronically, on screen, at any location, at any time. This will bring numerous benefits to patients and staff, including freeing up clinician time to care and improving quality and safety.

Dr George Findlay, Chief Executive, said: "This is a tremendous achievement for the Trust and a significant milestone in our digital transformation journey. Throughout the COVID-19 pandemic, we have remained committed to our ambition to begin rolling out EPR, with much of the preparation and planning work continuing remotely.

"We could not have done this without the support of our staff and partners and I would like to thank everyone involved for getting us here. I am especially proud that we were able to deliver the first phase of our EPR

roll-out, from start to finish, within five months, without postponement or delays."

Michael Beckett, the Trust's Director of IT, said: "The Trust has historically used as many as 70 different IT systems, as well as paper notes, to manage patient records. This meant patient care could be disjointed or slower than we would like as staff tracked down the information they needed, or did not have a complete picture of a patient's history and journey. This new system brings us into the 21st century as we implement digital solutions to improve our patient care and performance."

The Trust is now working on preparations to bring EPR into other departments – notably the Emergency Department and Pharmacy – later this year.



# William delivers pizzas for hardworking staff

A kind-hearted eight-year-old boy who wanted to 'do something nice' for NHS staff during the pandemic has made five separate pizza deliveries to our hospital.

William Mobey said: "I was learning about Florence Nightingale at school and I was surprised to find out that all the nurses and doctors were still working through the pandemic.

"I asked my mum if we could do something nice for everyone working at the hospital as it's only 10 minutes away from my house. My favourite food is pizza or macaroni and cheese so I decided to get pizza."

Mum Holly Daniels, who spends between £30 and £50 on three to four pizzas at a time, said: "I am super proud of William for coming up with the idea. At the beginning of the pandemic I really didn't tell him a lot of details about what was going on so as not to scare him, but I should

have told him much sooner. He's proven he is just as kind and generous as ever, even when things get a little bit scary."

Fundraising Officer Cheryl Jones said: "On behalf of everyone at the Trust, I'd like to thank William for his support during the pandemic. He really is a remarkable young man and his family should be very proud of him."



Pictured above: William delivering pizzas to grateful Emergency Department staff



## Charity news



Registered charity number: 1051748



## Lottery

We are delighted to team up with make a smile lottery to raise money for The Medway Hospital Charity. It costs just £1 per week to enter and you could win up to £1,000 per week or a rollover prize of up to £25,000. To find out more, please visit The Medway Hospital Charity website.



The Medway Hospital Charity is hosting an outdoor Easter Fair on the green outside the Education Centre on Friday 1 April. We are also holding an Easter Raffle to help raise money to support patients and staff. For more information about either fundraiser, please get in touch.



## NHS charities support new staff gym

Our new staff gym - The Medway Fitness Hub - now has more than 1,000 members since it opened towards the end of last year

The £290,000 project was made possible thanks to funding from Medway NHS Foundation Trust, The Medway Hospital Charity and NHS Charities Together, plus additional contributions from Unison, and the Medway Labour and Co-operative Group.

Richard Scarth, Director of Impact and Membership, NHS Charities Together, said: "The Medway Hospital Charity used more than £154,000 of grant money from NHS Charities Together to part-fund this wonderful facility.

"Our donors have been keen to support staff throughout the COVID-19 pandemic and I am sure

they will be proud that The Medway Fitness Hub will support their mental and physical wellbeing for many years to come."

The Medway Fitness Hub forms part of the Trust's 'Your Wellbeing' programme to support the mental health and wellbeing of staff.

It was officially opened by Olympic rower Sara Parfett, from Rochester, (pictured) who cut a ribbon across the gym's entrance. Other guests included the Trust's Chair Jo Palmer, Chief Executive Dr George Findlay, and Richard Scarth, Director of Impact and Membership at NHS Charities Together, the project's biggest donor.



If you would like to find out more about fundraising for our hospital, please contact Cheryl and Donna in The Medway Hospital Charity team:

01634 825398

medwayft.charity@nhs.net

www.medwayhospitalcharity.org.uk



# Did you know that you could become a member of your hospital Trust?

Residents of Medway and Swale have a voice in their hospital through the Trust's membership programme.

Anyone can become a member of the Trust. It's free of charge to join, and by becoming a member you'll also receive news about the hospital, invitations to meetings and events, and the chance to stand for election as a hospital Governor.

Becoming a member of the Trust makes it easier for the Leadership Team to find out what's important to you and to receive your feedback about Medway Maritime Hospital.

Amanda, a current member of the Trust, said: "I grew up in Gillingham and still live here now; therefore I like to know what is going on and feel part of the hospital."

"In the 90s, I did my nursing training at Medway when it had a school of nursing. Therefore, Medway Maritime Hospital has a special place with me."

If you are over the age of 16 and live in England, you are eligible to become a member and join the conversation.


**Head to our website and sign up today:**

[www.medway.nhs.uk/membership](http://www.medway.nhs.uk/membership)

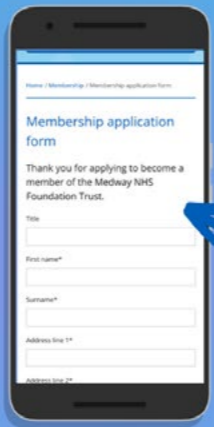


## WHY BECOME A MEMBER OF THE TRUST?

- Receive regular updates from the Trust
- Receive a copy of the Trust's News@Medway and Community Newsletter
- Vote to elect our Council of Governors
- Sign up for health service discounts
- It's free!



Visit our website to sign up



## Public engagement sessions

Last month we hosted our Quality Priorities event which was an opportunity for our local residents and stakeholders to discuss, feedback and develop our quality priorities for this year.

A copy of the slides are available on our website.

Our next public engagement session is the **'How research benefits all'** event taking place on **Wednesday 27 April** from 6pm to 7.30pm.

If you would like any further information, please contact the team by emailing: [met-tr.members-medway@nhs.net](mailto:met-tr.members-medway@nhs.net)

We know that it is important for patients, local residents, members and carers to be involved in these discussions. We always encourage people to let us know if you have any ideas, suggestions or if you represent a community organisation, then we'd love to hear from you. Please email our Communications and Engagement Officer, Sophie Cawsey on: [sophie.cawsey@nhs.net](mailto:sophie.cawsey@nhs.net)



# Governors in the community

Our Governors recently visited different locations in our community to hear from local residents.

They visited different venues including the Sunlight Centre in Gillingham and The Pentagon Shopping Centre in Chatham to hear what people had to say on subjects important to them and their local hospital.

Sadly, due to the rise in COVID-19 cases in the community, we had to pause these events in January; however, we are looking forward to getting out and about again in Medway and Swale in the coming weeks.

Before Christmas, we also appointed a new Governor, James Chespy. We would like to wish him a warm welcome to the Trust and we are very much looking forward to working with him this year.

James said: "I am a retired Metropolitan Police officer and a former operating department practitioner having trained at Medway Maritime Hospital many years ago.

"I am currently undertaking a part time BA Hons in Theology at Canterbury Christ Church University and I am undergoing a form of training towards a legal qualification.

"I look forward to working with other Governors, the Chair, Chief Executive and every member of staff at Medway Maritime

Hospital to ensure the standard of care we give to service users is of the highest quality, despite constant pressures upon the hospital."

To find out more about our Governors, please visit our website: [www.medway.nhs.uk/membership](http://www.medway.nhs.uk/membership)

Our Governors will continue to visit different locations in the community. Please keep a look out on our website for further opportunities to see them in Medway and Swale.

If you would like to raise a question with one of our Governors, or if you would like our Governors to come to your organisation, please email: [medwayft.governors@nhs.net](mailto:medwayft.governors@nhs.net)



Lead Governor David Brake and Medway Governor Zoe Van Dyke at The Sunlight Centre

## Could you be a governor at Medway Maritime Hospital?

As a member of Medway NHS Foundation Trust, this is your opportunity to make a difference to the running of Medway Maritime Hospital by standing as a candidate in the 2022 Swale by-election.

As part of the role of a Governor, you will:

- Represent the interests of the Trust's members
- Have a chance to visit hospital services
- Undertake training and development to support you in the role
- Represent your community and help the voice of staff, patients and the public to be heard by the Trust
- Hold the Non-Executive Directors on the Board to account for the performance of the Trust



The deadline for completed nomination forms is **Friday 18 March 2022**. To stand as a governor you must be aged 16 or over and be a Member of the Trust in the Swale constituency.





**CARING FOR YOU**



**KEEPING YOU WELL**



**TAKING RACIAL ABUSE**

Here to help, not be abused

We work for the NHS because we want to care for you. Please don't abuse us. We can refuse treatment and take further action against anyone who threatens our safety, but we don't want to do that, we want to help you.

**ABUSE?**  
#notinadayswork