

news



Medway



Urgent and emergency care services rated 'Good' by CQC

Inside:

- **National recognition** - Cancer Team scoops major award
- **Patient First** - a new approach to providing excellent care



**Best of care
Best of people**

Building on strong foundations

Welcome to the latest issue of News@Medway. I am incredibly proud to have been appointed as Interim Chief Executive following Dr George Findlay's departure in May; since joining the Trust in 2021 I have had ample opportunity to see first-hand the compassion and dedication of our staff.

I look forward to working with them as we continue to deliver improvements for our local communities.

We've seen some great progress over recent months, and I'm pleased to say that our patients are receiving safer and more responsive treatment as a result.

Thanks to the fantastic effort of our Cancer Services Team, patients 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 for the first time in its history.

We've also seen some good progress in ensuring that our patients receive their surgery within 52-weeks. In fact, at certain points in the year our performance has been among the best in the country.

I'm pleased to say that we are also doing well against some of our other targets including Emergency Department performance, ambulance handovers, and diagnostics. The fantastic work of our teams in urgent and emergency care has been recognised in our latest Care Quality Commission (CQC) report (read more on page 4).

But we know that we have much more to do; we are not quite yet the outstanding organisation our community deserves. My priority

will be to ensure that we build on these strong foundations – making sure that we provide the right care, in the right place and at the right time, every time.

Improving patient experience is extremely important to us, and through our innovative new Patient First strategy (read about this on pages 8/9), we are placing our patients at the heart of service improvement in the Trust.

I look forward to working with staff, patients, their families and our local communities, as we build upon our successes, and continue on towards our goal of providing outstanding care for the people of Medway and Swale.

Jayne

Jayne Black, Interim Chief Executive

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Trust wins award for digital transformation journey

We're proud to have been crowned the winners of the Excellence in Communication and Engagement category in the Leading Healthcare Awards 2022.

It was awarded to the Trust for the high quality communication and engagement which was delivered during the first phase of rolling out Electronic Patient Records (EPR) to 24-adult inpatient wards, Same Day Emergency Care (SDEC), and 1,000 users, in less than five months.

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, all information about a patient's medical history and treatment will be available electronically, on screen, at any location. Phase two



will see EPR being rolled out in the Emergency Department (ED).

The system will bring numerous benefits to patients and staff, including freeing up clinician time to care and improve quality and safety.

To ensure the first phase went as smoothly as it could, the Trust made it a priority to engage stakeholders across IT, operations and clinical areas to make sure that everyone was aligned to the same goal. Leads

from different areas could all contribute their expertise. Doctors and nurses were given the opportunity to become a Digital Doctor or Digital Nurse for the duration to allow them to commit and focus on the project, which in turn helped them become familiar and proficient at using the system when they returned to clinical work, maintaining strong communication between the clinical and programme teams.

New state-of-the-art mental health ward

Work has begun on a new, purpose-built, inpatient facility for older adults with functional mental health needs following a consultation.

The new Ruby ward will be situated on Kent and Medway NHS and Social Care Partnership Trust's site in Hermitage Lane, Maidstone, relocating from its current home here at Medway. Visit www.kmpt.nhs.uk for more information.



More time to care for our patients



We're rolling out a new Single Sign-On (SSO) system so staff don't need to repeatedly type in usernames and passwords to multiple clinical computer systems.

Once in place, the time spent logging on is expected to be reduced from one minute 45 seconds to just 10 seconds, meaning our clinicians will be able to spend more time providing patient care.

Patient planned care goes digital

If you're waiting for an appointment, operation or treatment with the Trust, you can now use the NHS My Planned Care Patient Digital Platform to see the latest average wait time information, as well as helpful advice and support while you wait.

Visit www.myplannedcare.nhs.uk/seast/medway

Vascular consultation closes

A total of 255 people responded to the public consultation on specialist vascular services in Medway, east Kent and Maidstone.

More than 170 people agreed with the proposals – which will see the establishment of a 'centre of excellence' for vascular surgery at the Kent and Canterbury Hospital that will undertake all major vascular surgery for the area.

Thank you to everyone who took the time to share their views.



Urgent and emergency care rated 'Good' by Care Quality Commission

'Good' overall. That's the findings of a report by the Care Quality Commission (CQC) following an inspection of our urgent and emergency care services at Medway Maritime Hospital.

The CQC noted significant improvements since its previous inspection in December 2020, which saw the service rated as 'Inadequate'.

In the report, inspectors commended staff for managing infection control risks, assessing risks to patients, and acting upon them. They praised the way care was planned to meet the needs of local people and the individual needs of patients. They also reported that staff felt respected, valued, and supported and that they were focused on the needs of patients receiving care.

A number of improvements were made following the previous CQC inspection of the Emergency Department, including:

- Working with health partners on a collaborative approach to managing demand in the Emergency



Interim Chief Executive Jayne Black said: "I am delighted that the CQC has recognised the significant improvements that have been made to the way emergency care is provided at the Trust.

"I would like to thank colleagues for their hard work and commitment to delivering these improvements despite a very challenging backdrop of increased demand for services and the COVID-19 pandemic.

"Thanks to their efforts we are now providing more timely and consistent care for patients coming into the Emergency Department.

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

A copy of the full report can be found on the Care Quality Commission's website at www.cqc.org.uk

Department, leading to a reduction in the number of patients waiting in ambulances for longer than 60 minutes

- Putting processes in place to quickly identify patients who are deteriorating in ambulances so they can be prioritised
- Increasing reviews of patients waiting to be admitted resulting in greatly reduced waiting times
- Opening an additional 20 beds in order to cope with demand
- Instigating a multi-agency approach to increase timely discharge for patients who do not need to be in the hospital
- Introducing a tailored development programme to improve leadership and culture.



Blue Wristband Scheme helps dementia patients

The Trust has launched a Blue Wristband Scheme to help improve the experience of patients with dementia while they are treated at Medway Maritime Hospital.

The scheme allows patients to be identified and cared for more easily upon admission and while spending time in hospital.

Unfortunately, people with dementia are likely to have significant memory loss and cognitive difficulties. The person's reactions are likely to be influenced by their environment and how they feel. For example, they may react more positively if they are in a familiar environment or one where they feel comfortable. In contrast, being in hospital can be confusing and may cause a person with dementia to feel unsettled or lost.

As part of the scheme, staff are encouraged to keep an eye out for any patients wearing blue wristbands, particularly those who appear to be alone or confused while on site. If appropriate, they should ask the patient for their name and other details, and to find out which area of the hospital they have come from.

Staff members can then stay with the patient and contact the ward or Dementia and Delirium Team for specialist advice, to ensure the patient arrives safely back to a suitable area of the hospital.

Jo Dron, Clinical Nurse Lead Enhanced Care, Dementia and Delirium, said: "This is a really important project that will ultimately lead to improved patient experience, safety and overall outcome. We've put a great deal of effort into raising awareness of the scheme since its launch, spending time talking to our colleagues across the hospital so they can familiarise themselves with the wristbands. Giving

staff the ability to identify dementia, and making them more aware of how to communicate with patients who may have dementia is an important part of providing the best care for our patients.

"Importantly, we've also spoken to our patients with dementia and their carers to get their views on the scheme, which have been overwhelmingly positive.

"All credit goes to our Butterfly Champion volunteers and colleague Lorna Vale, Clinical Support Worker (CSW), who originally came up with the wristband idea. We look forward to highlighting the benefits of the scheme at Medway in years to come and hope it will be of great benefit to our patients."

This-is-Me form

The This-is-Me form helps staff to personalise the care for people with dementia in our hospital. It's vital to help patients feel safer and more comfortable, and for their general wellbeing. Families or friends are encouraged to complete the This-is-Me form on behalf of the patient if they are unable to tell us about themselves.

There are three main ways the form can be completed:

- **In person** - Staff can provide a paper copy to family members / friends on the ward when they come to visit
- **Online** - Family members / friends can complete the [This-is-Me form on our website](#)
- **Over the phone** - Staff can call family / friends and complete it over the phone, or staff can request the Dementia Buddy Scheme Co-ordinators assistance to do this.



Living with COVID-19

After more than two years of a global pandemic, the NHS is now able to step down many of the restrictions that were put in place to keep patients, visitors and staff safe from the virus. But with COVID-19 still present in our community and around the world, we talk to the Trust's Chief Nursing Officer, Evonne Hunt, about what it will mean for Medway Maritime Hospital to 'live with COVID-19'.



Are we now safe from COVID-19?

With the success of the national vaccination programme, as well as the significant number of people who have caught and recovered from COVID-19, the overwhelming majority of people in our community now have some protection from the likelihood of worst symptoms of COVID-19. That means that we can cautiously lift some of the restrictions we have at the hospital to see more people more quickly, and support more interactions between patients and visitors.

But it hasn't gone away completely – and it is still a significant potential risk to health, particularly for older people and people who are immune-compromised such as those who are having treatment for cancer.

How have restrictions changed at Medway Maritime Hospital?

We have been working hard to implement new NHS guidance in a way that keeps our most vulnerable patients safe. We no longer expect patients, visitors and staff to socially distance or wear masks in non-clinical areas of the hospital, and we have relaxed our visiting policies so that more people can visit their friends and loved ones in hospital.

We've also changed the way that we monitor patients for COVID-19, and manage those who test positive for the virus so that we can keep our patients safe, but use our wards more effectively.

Does this mean we can stop worrying about COVID-19?

I wouldn't want anyone to be anxious about COVID-19 when they attend hospital – we are keeping people safe by being sensible. We are still asking patients, visitors and staff to wear masks in clinical areas while in the hospital, such as on wards, in our Emergency Department and in our outpatients areas; to make sure they wash their hands regularly and use hand sanitiser; and to avoid coming to the hospital if they have COVID-19 symptoms.



Medway infection control success

Medway is the only NHS Trust in Kent and Medway to have met its yearly target for MRSA and C.Difficile infections. Outbreaks of these diseases can cause serious illness in patients, but we are proud to confirm that the Trust has not had a single case of MRSA, and our C.Difficile cases are significantly lower than expected.

Evonne commented: "Our staff – led by our excellent Infection Prevention and Control Team – have worked hard to keep our wards safe and clean over the last 12-months. It's made a real difference to the safety of our patients and I am incredibly proud of what they have achieved."



Cancer team lands major award after significant improvements

Our Cancer Services Team has been named South East regional winner at the NHS Parliamentary Awards 2022 in the 'Excellence in Healthcare' category.

The team scooped the award after being nominated by local MP Rehman Chishti, following significant improvements which saw the Trust achieve the national standard in four key areas of cancer care in December 2021 (two-week wait, 31-day wait, 62-day GP referral and 28-day faster diagnosis) for the first time in its history.

It also led to national recognition for the team after the Trust went from 128th to 8th in the country for cancer performance, making the Kent and Medway Cancer Alliance, which the Trust is part of, the best in the country.

Since the COVID-19 pandemic began, the team worked hard to improve the service provided for patients with cancer, or suspected cancer, by strengthening the leadership within the team and having a stronger focus

"It is a fantastic achievement for Medway, but more so for our patients as it demonstrates our continuing effort to provide the best possible patient care."

on collaborative working with other departments in the Trust and with external partners, such as Macmillan Cancer Support. The team planned and implemented a robust set of

actions which changed the way they managed cancer within the Trust, ensuring the longest waiting patients were treated in order and as fast and safely as possible.

Jayne Black, Interim Chief Executive, said: "To receive this award in recognition of this hard work means so much to the team and all our colleagues across the Trust who they work so closely with. It is a fantastic achievement for Medway, but more so for our patients as it demonstrates our continuing effort to provide the best possible patient care."





Patient First: Our new, dynamic approach to providing excellent care, every time



We are introducing 'Patient First' to help us improve the care and services we provide to the people of Medway and Swale.

This new improvement system means we focus on fewer, more targeted priorities that can have a big impact quickly. With this approach, we can deliver real and lasting change over time.

Patient First gives our staff the skills, tools and confidence to make small changes that matter most. All colleagues play their part, whether they are out on the wards, in other clinical areas or providing essential support services.

Paula Tinniswood, Chief Strategy and Transformation Officer, said: "We know that patients receive better care and have better experiences, when staff feel they are able to make a difference. That's why the Trust is investing in Patient First."



Patient views and involvement

Let us know what you think about Patient First and if you would be interested in helping shape future Patient First activity as it develops further. Contact medwayft.transformationteam@nhs.net

Our first priorities

We are at the beginning of our Patient First journey. We have identified our first set of priorities (we call them 'breakthrough objectives') which are very specific and clear outcomes we want to achieve within the next 12-months.

 <p>Patients We want to be in the top 25% for our Friends and Family Test scores</p>	<p>To achieve 95 per cent recommendation rate as a place to receive care from patients completing the Friends and Family Test.</p> <p>Evonne Hunt, Chief Nursing Officer for the Trust, said: "Our patients are the ones that know best if we are getting our care right. By having this as our breakthrough objective, we are making sure that our success in improving</p>	<p>our care is based on the real experiences of care that our patients receive.</p> <p>"A lot of work will need to be done to achieve this, and there are a lot of different projects and improvements we will need to deliver to get there, but by focusing on what our patients tell us about their experience of care we will be putting patients first."</p>
 <p>Systems and Partnerships We want to achieve 95% of patients treated within four hours in Emergency Care</p>	<p>40 per cent of patients ready for discharge are discharged before midday.</p> <p>We know that freeing up space in hospital is important and allows patients who really need access to our Emergency Department to receive care in the right place at the right time.</p> <p>We are making efforts to improve our discharge performance, with a focus on getting patients back home earlier in the day.</p>	<p>This will help to improve flow across the hospital and allow the Trust to achieve the national target of treating 95 per cent of patients within four hours of their arrival in our Emergency Department.</p>
 <p>Systems and Partnerships We want to achieve 92% of patients seen or treated within 18 weeks for Referral to Treatment (RTT)</p>	<p>Reduce the number of patients waiting for their first appointment.</p> <p>The expected waiting time for non-urgent, consultant-led treatments is 18 weeks from the day an appointment is booked through the NHS referral service (or when the hospital receives the referral letter).</p>	<p>That is why we are prioritising a reduction in the time patients wait, with the aim of getting them faster access to care and improving their overall experience.</p>
 <p>Quality We want to be in the top 25% nationally for having low mortality rates at all times</p>	<p>To better recognise the deteriorating patient, in order to reduce the number of avoidable cardiac arrest calls, so that Medway is in the top 25 per cent nationally for having low mortality rates during the week and at weekends.</p> <p>The Trust's Chief Medical Officer, Alison Davis, said: "Cardiac arrest calls represent the worst possible situation for a patient, where their heart stops beating and they need our specialist arrest team to restart their heart and revive them – to literally bring them back to life.</p>	<p>"There will always be some patients who deteriorate suddenly and unexpectedly, where we will need the help of the crash team. But we can reduce this number by making sure that our monitoring of a patient's condition is careful and thorough, and that our records of their condition and vital signs are as accurate as possible. That means that we can better spot trends in their condition, and take action earlier to avoid a patient having a cardiac arrest."</p>
 <p>People We want to be in the top 25% of acute Trusts for our national staff engagement score</p>	<p>90 per cent appraisal compliance rates (including objective setting and wellbeing conversations).</p> <p>Our staff are our biggest asset so it's vital that we take care of them and that they know how much we value them.</p> <p>Ensuring that staff, managers and teams have regular and constructive conversations is essential. This ensures good work is recognised, career development goals are discussed and set,</p>	<p>and objectives are managed and aligned to Patient First.</p> <p>It is crucial that regular wellbeing conversations happen to ensure people are supported and signposted to the help that they need.</p> <p>When line managers listen to employees, the results are a happier and more productive workforce, meaning improved experiences and outcomes for patients.</p>

A place to reflect

A new outdoor space has been created for people to remember, reflect and rejuvenate.

The fully blocked-paved Reflection Garden, which has pergolas, raised beds, privacy screens, seating, and a stunning water feature, was made possible thanks to generous funding from Medway NHS Foundation Trust, The Medway Hospital Charity and Medway League of Friends.

As well as being a space for people to remember loved ones who have lost their lives to COVID-19, or other illnesses, the garden has been designed to enhance the mental and physical wellbeing of all those who use it. Although only open to staff initially, it's hoped patients and visitors will be able to take a break and make the most of this wonderful new resource, when the site fully opens.

Garden and landscape designer Jo Jemison, who won a Royal Horticultural Society (RHS) Silver Gilt Medal and a Best in Category award for a Metamorphosis Show Garden at BBC Gardeners' World Live 2014 for her first show garden, created the planting scheme. Contractors Drakemoor Ltd, which carried out the garden transformation, also kindly donated shrubs and flowers for the planters.



Covid antiviral drug has positive impact on patient's recovery

Did you know the Trust operates a Covid Medicines Delivery Unit (CMDU) which allows our Pharmacy Department to prescribe medicines to high risk patients across Kent and Medway who are symptomatic and test positive for COVID-19?

The medicines – Paxlovid, Sotrovimab and Molnupiravir – are all evidence-based in preventing hospital admission if given in the first five days of symptom onset.

Helen West (56) from Walderslade, pictured above, who has Ankylosing spondylitis, a rare long-term condition in which the spine and other areas of the body become inflamed, painful and stiff, was contacted by one of the Trust's pharmacist prescribers and offered Paxlovid after testing positive for COVID-19 and registering the result on the NHS app.

The mother-of-two, who works as a patient and public engagement officer for the charity Guts UK, said: "Two days in I had an extremely sore throat, to the point where I couldn't swallow or talk. I could barely walk. My joints were so painful, and I could feel myself going down.

"I'd heard of the antiviral drugs but I wasn't sure that I qualified and I didn't expect the phone call. Within six-hours of taking the first tablet I felt a very slight improvement. After four days, I was back to work. Paxlovid really made a positive difference to my recovery."

Jessica Clements, Lead Pharmacist for Speciality Medicines, pictured right, said: "In the first two months



"Within six hours of taking the first tablet I felt a very slight improvement. After four days, I was back to work. Paxlovid really made a positive difference to my recovery."

of the phone-based service going live, our Pharmacy Team took 34 per cent of all referrals for treatment of mild to moderate COVID-19 across Kent and Medway and provided 274 prescriptions for the oral antiviral drug Paxlovid.



"Paxlovid, which stops the virus multiplying in cells and stops the virus multiplying in the body, could be a life-saver for vulnerable adults who are at higher risk of developing more severe Covid infection and requiring hospitalisation, as it can help the patient to overcome the virus infection and may help them to get better faster.

"If a patient is unable to take Paxlovid they may be eligible for an infusion of neutralising monoclonal antibodies to the Covid virus, called Sotrovimab or Molnupiravir treatment."



Life-changing facility opens

As part of our commitment to equality and inclusion, the Trust has opened a new life-changing facility for people with significant learning and physical disabilities.

The Changing Places toilet, which is larger than a standard wheelchair accessible toilet, is specially equipped with a height-adjustable toilet and sink, an adult-sized changing bench, hoist and colostomy shelf, and is big enough for two carers and a person to use comfortably.

Located in the Atrium (Level 2, Green Zone), the new facility can be accessed by patients, carers and visitors, as well as staff, who have a radar key.

Medway NHS Foundation Trust, which funded the toilet along with The Medway Hospital Charity, is the first acute Trust in Kent and Medway to offer the facility.

Jenny Mason, Service Manager for Avenues Support Services in Rochester, said: "Thanks to the Trust creating this facility, carers can attend hospital appointments without added fear or stress knowing they can provide the service user, or their loved one, with the necessary care on site without delay."

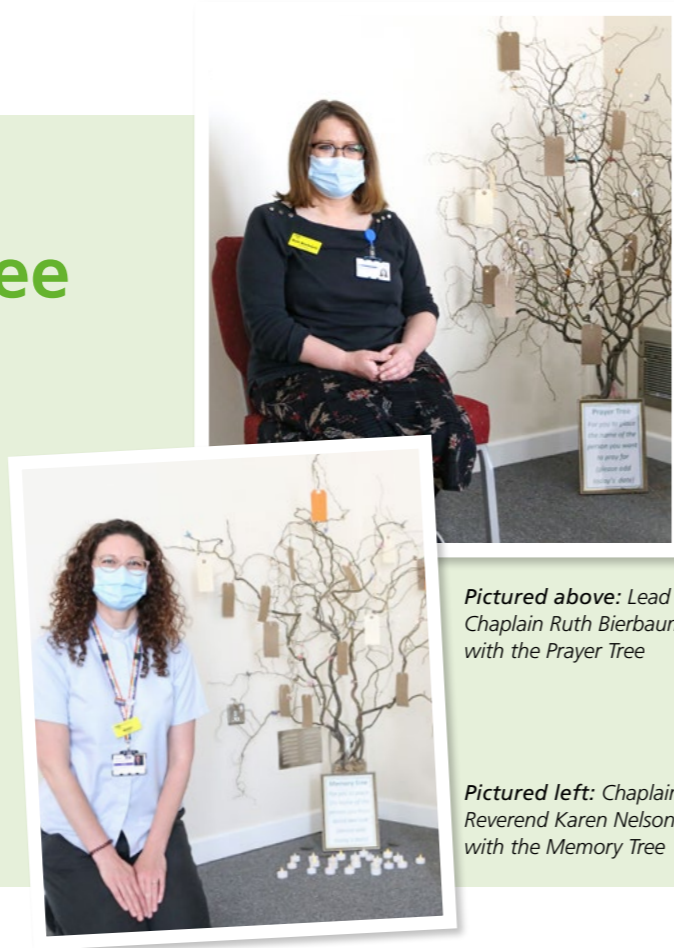
Chaplaincy Team launches Memory Tree and Prayer Tree

A Memory Tree and Prayer Tree can now be found in the hospital chapel (Level 2, Blue Zone).

People can write the name of a person they have loved and lost, or a prayer, on a tag, along with the date the message was written, before hanging it on the branches of either one of the trees.

To ensure there is enough space for others to place their tags, the Chaplaincy Team will remove the tags from both of the trees, in date order, on a regular basis.

Lead Chaplain Ruth Bierbaum said: "We hope both of the trees bring comfort to all of those who use them."



Pictured above: Lead Chaplain Ruth Bierbaum with the Prayer Tree

Pictured left: Chaplain Reverend Karen Nelson with the Memory Tree

Your Say



Wow what an excellent experience I had in Sunderland ward. Staff were ALL great and doctors fully explained everything CY was main nurse what a lovely person she is. The surgery went well.



Thank you to the wonderful staff at @Medway_NHS_FT Children's ED for checking out my baby boy this afternoon and especially Rosie for going above and beyond to help.



Just want to say a huge thank you to everyone who works on Arethusa ward/ Surgical Assessment Unit (SAU) for the care that I received during my hospital stay. They were so kind and amazing. I received exemplary care.



Thank you @Medway_NHS_FT Galton and Lawrence Ward. When my dad has spent a week having intense chemo and away from family, your nurses have been ace.

Tell us about your experience!

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

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

Medway NHS Foundation Trust

Medway_NHS_FT

MedwayNHS



Hospital worker celebrates 50 years in the NHS

A long-serving audiologist based at Medway has celebrated an incredible 50 years of working in the NHS.

Sue Meathrel (71), began her NHS audiology career on 4 April 1972 at St Thomas' Hospital in London, before spending time at hospitals in Southampton, Berkshire, and finally Kent, where she was instrumental in creating Medway NHS Foundation Trust's Audiology Department in 2000.

Reflecting on her achievement, Sue said: "I feel very proud to have reached this milestone. The NHS is a wonderful organisation that looks after so many people – long may it continue!"

"Over the years I have seen lots of changes – especially in the field of audiology where hearing aids have come on leaps and bounds. We are noticing regular updates and improvements to the technology, which helps our patients improve the management of their condition and overall experience of care."

Sue's usual day-to-day activities involve caring for people with hearing problems, including fitting and maintaining hearing devices for patients at hospitals across Kent and Medway, although during the height of the COVID-19 pandemic she spent time away from audiology helping to

support other areas of the hospital that were most at need.

She added: "It's been an incredibly rewarding job and career which I would recommend to anyone – usually we see our patients not just once or twice, but for the rest of their lives, including for check-ups and device maintenance. You see the sparkle in their eyes when they are first fitted with a hearing aid – this interaction with my patients and colleagues is something I will miss immensely when I do decide to retire."

Jayne Black, the Trust's Interim Chief Executive, said: "Sue has assisted countless patients to manage their hearing conditions and regain hearing through the use of audiology equipment, and we are very thankful to her for the years of dedication she has shown to the Trust and the wider health service."



Charity news



Fundraising event ends on a high

Seven daredevil fundraisers took to the skies above Headcorn Aerodrome to raise money for The Medway Hospital Charity.

Justin Longman, Nicola Spearpoint, Ros Pearce, Liz Maclaren, Michelle Pemble, Nina Lee and Holly Gilder took part in the aerial wing walk challenge in June and raised an incredible £7,000.

The weather couldn't have been more perfect, with clear blue skies and beautiful views over the Kent countryside.

Ros, a Ward Hostess on Pearl Ward, was inspired to take on the challenge to mark her 70th Birthday. Nina, our Digital and Branding Manager, also celebrates a milestone birthday later this year and took on the challenge to mark the special occasion.

Cheryl Jones, Fundraising Officer, said: "Our first wing walking event was a real success! It was fantastic to see our team take to the sky and experience

this unique challenge. We would like to say a huge thank you to everyone who took part and raised vital funds for Medway Maritime Hospital. A special thanks also to The Wing Walk Company for their expertise and warm welcome."



If you would like to take part in an event that gets your adrenaline pumping, you can join us for a:

- **Charity Bungee Jump in central London on Thursday 1 September**
- **Another wing walk on Saturday 24 September, or**
- **Sky dive any time during the year.**

For more information, please contact The Medway Hospital Charity Team.

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

You've got to be in it to win it!

Could you donate £1 a week? If you can, that would be amazing as we've teamed up with make a smile lottery to raise money for our hospital charity.

By signing up to £1 per week, not only will you have the chance to win a weekly top prize of £1,000 (up to £25,000 in a rollover), but you will become a regular supporter of Medway NHS Foundation Trust.

To find out more, please visit our website: www.medwayhospitalcharity.org.uk/lottery



Our Superhero Supporters

Medway Fetal and Maternal Medicine Centre gets a makeover

A beautiful makeover to enhance the environment for the 5,000 families who annually use the Medway Fetal and Maternal Medicine Centre (MFMC) has been made possible, thanks to your generous donations.

The centre is a commissioned unit for the south east of England, supporting not only women in Medway and Swale, but women with high-risk pregnancies in Kent and Essex.

Harriet Hickey, Lead Fetal Medicine Midwife, said: "At the MFMC we are committed to providing a positive experience for all families that come under the care of Medway maternity. In particular, we recognise the importance of creating an environment that is welcoming and calming to families that are undergoing pregnancy journeys, recognising that not all these journeys will have positive outcomes.

"While we have always been

The Medway Hospital Charity

Registered charity number: 1051748

confident in the provision of high-quality care, we were all too aware through both patient and staff feedback, that the environment could be greatly enhanced to allow families a more comfortable experience.

"We were therefore delighted when The Medway Hospital Charity agreed to support our request to fund these improvements and the feedback from patients and staff has been overwhelmingly positive."

The centre's main entrance is now properly signposted. Inside the department has been re-painted and colour coded with flower-themed graphics and signage to make it easier for families to find their way around.

Gemma Sycamore (pictured) said: "In the past I have always felt quite apprehensive coming to the department, but both myself and my partner appreciated the tangible change to the unit. It now feels bright, bubbly and inviting and it's a much more welcoming space."



The Medway Hospital Charity was delighted to help fund a piece of equipment to support preterm babies and their parents.

The LifeStart machine supports optimal umbilical cord management by the bedside, meaning midwives no longer need to take a baby to a separate area of the delivery room when they are born weeks early.

By using this equipment, staff can delay clamping by up to five minutes, and carry out the baby's necessary health checks next to their parents. As a result, our preterm babies often need less blood pressure support and many have better health outcomes and a shorter stay on the neonatal unit.

Suzanne Thake, Senior Practice Development Nurse on the Oliver Fisher Neonatal Unit, said: "The LifeStart machine has enabled us to give these important benefits to our preterm babies by providing a platform and equipment to stabilise them in close proximity to allow optimal cord management.

"It also allows parents the opportunity to remain as close as possible to their baby during this stabilisation period, which

has been shown to reduce their anxieties and increase their understanding of what is happening to their baby.

"With the use of LifeStart, we are now able to safely offer optimal cord management to all of our preterm babies and it is becoming embedded into our routine practice."



Getting out and about

Our Governors recently visited the Pentagon Shopping Centre in Chatham, and spoke to local residents about the work of the hospital and how they can be part of the Trust through our membership.

One Governor also joined us at the Net Community Hub in Walderslade along with Eunice Norman from Hospital Radio Medway. Eunice spoke about her incredible 50 years' of service, receiving an MBE from HRH Prince William, and the great work

that takes place at Hospital Radio Medway and the Medway League of Friends.

It was great to see some of our Governors at our Easter fair which was held by The Medway Hospital Charity. Visitors were able to browse a selection of stalls selling knitted items, cakes, refreshments and gifts. In total, an impressive sum of more than £700 was raised, plus almost £1,800 from our Easter Knitting Appeal!

We were also kindly invited to the Parkinson's Awareness Week event at St John's Church, Chatham. The aim of the week was to raise awareness and funds for a very worthy cause. Our Lead Governor, Cllr David Brake spoke

to attendees about the importance of this event showcasing the incredible work that is happening in the local community to help those living with Parkinson's.

Our Head of Transformation Jacqui Leslie also spoke at a bespoke session to introduce Governors to the Trust's new improvement system 'Patient First'.

The group heard how it is a proven and recognised approach which delivers significant improvements more quickly as it enables the Trust to focus on fewer priorities that will have the biggest impact.



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

Date for your diary:

Our next engagement session - 'Summer Fun Day'

Our **Summer Fun Day** event taking place on **Friday 12 August** from **11am to 2pm** on the green outside the Education Centre. We will be celebrating the fantastic work of the charities and volunteers here at the Trust. Bring your friends and family to join in the fun and find out what great work our charities and volunteers get up to. More details to follow soon!

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

For all the latest details on our events, please visit our website: www.medway.nhs.uk/membership/public-events.htm

Medway's leading role in research

Did you know that Medway NHS Foundation Trust was part of a global study which discovered four treatments that effectively reduced deaths from COVID-19, saving thousands - if not millions of lives worldwide?

Members of the Research Team celebrated their trials and projects at our public event back in April. We were pleased to see around 40 attendees, including members, Governors and a number of community groups such as the Medway Neurological Network.

One of our attendees said afterwards: "I thought the topics presented were of particular interest to patients past or present, since it was easy to relate to them. It changed my view of the hospital. There's so much happening behind the public face of the hospital that's devoted to our benefit."

If you're part of a community group and would like our Governors to come along and speak about the work of the hospital, please email Sophie Cawsey, our Communications and Engagement Officer:

sophie.cawsey@nhs.net



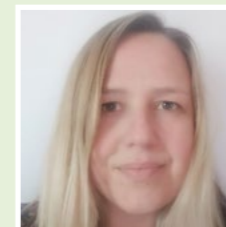
Meet our new governors

In the last few months, we have welcomed a number of new governors.

Two seats were available in our Swale by-election, and the results were published in May. The successful candidates were Jay Patel and Jennifer Oliphant, and we are looking forward to working with them.



Jay has a professional background in pharmacy and healthcare and became a governor to enable him to contribute towards shaping the future of health services in the community. He is looking forward to having the opportunity to represent fellow residents who, like him, have an interest in ensuring that the local services are delivered efficiently.

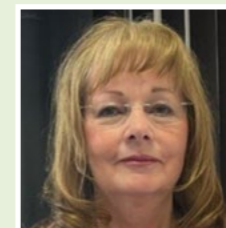


Jennifer has worked in healthcare since she joined the Army as a Combat Technician at the age of 17. She subsequently qualified as a pharmacy technician and has worked as an inspector for the General Pharmaceutical Council (GPhC) for over seven years. Jennifer became a governor to be in a position to help apply her knowledge and experience to the local healthcare services.

At the beginning of the year, we also welcomed two new partner governors appointed from organisations the Trust works closely with.



Professor Claire Peppiatt-Wildman, Director of the Division of Natural Sciences at the University of Kent, joined us in January. Claire has worked as a lecturer since joining the University of Kent in 2012, and then Senior Lecturer before becoming a Professor of Human Physiology in 2018. She currently leads the Urinary System Physiology Unit; a research group originally founded in 2008 that is now internationally recognised for its significant contributions to the field.



Dr Susan Plummer joined us in February as the Canterbury Christ Church University representative.

Sue is the Director of the Institute of Medical Sciences and Medway Campus Director at Canterbury Christ Church University where she has worked since 2008. She has a professional background in adult and psychiatric nursing and a career in teaching, research and clinical practice across a variety of areas of healthcare.

We're currently running elections for the Medway and Rest of England and Wales constituencies; we hope to publish the results on Friday 29 July 2022.

To find out more about our governors and what they do, visit our website www.medway.nhs.uk



Just think 111 online first

When you think you need A&E, go to [111.NHS.UK](https://111.nhs.uk). We can arrange for you to be contacted by a nurse or GP.

