

# news @ Medway



2020  
- A YEAR LIKE NO OTHER



Best of care  
Best of people

Inside:

- Help us help you this winter
- Our Medway Improvement

# How we are all playing a part this winter

The COVID-19 pandemic has been one of the greatest challenges ever faced by our local community; we have all played a part in controlling the virus.

More recently, we've seen the toughest restrictions with the introduction of Tier 4 measures across Kent and Medway. Although we have a much higher level of infection than we did in the first wave, thanks to the commitment, perseverance, professionalism and expertise of our colleagues, more people are surviving COVID. And, as we write this message, people all over the country (and in this hospital) are being vaccinated.

Thanks to your efforts you have helped to protect the NHS; by observing social distancing, wearing face masks and hand washing you have really made a difference.

Now we need to ask for your support again.

Winter is the time that we often see a seasonal increase in demand for our services; with the continuing risk from COVID and the seasonal flu, we must do all we can to prepare.

You can rest assured that our staff are working hard to ensure that we are ready but we need you to do your bit too.

That's why we are asking you to do the following:

- Have your flu vaccination - more people than ever are eligible for a free flu vaccination; check to see if you are eligible by visiting [www.nhs.uk](http://www.nhs.uk)

- Use our emergency services appropriately; if you need medical help call 111 first. Calling 111 will help us keep you safe and ensure you receive the right care in the right place in the right way.
- Continue washing your hands regularly, wearing a face mask and maintaining social distancing.

**Thank you for your support.**

*James Devine, Chief Executive*

*David Sulch, Chief Medical Officer*

*Jane Murkin, Chief Nursing and Quality Officer*



## Year of the Nurse and Midwife

2020 was designated by the World Health Organisation as the first ever global Year of the Nurse and Midwife. Although the pandemic curtailed our celebration, we continued to celebrate our nurses and midwives across the Trust, recognising their talents, expertise and vital role in protecting the health of our community.

At Medway, we have around 1,300 nurses and midwives which is more than 30 per cent of our permanent workforce. Our nurses and midwives are highly skilled professionals from a wide range of backgrounds and represent the diverse communities of the population that we serve. Coronavirus means that these roles are more vital than ever and being delivered in the most challenging circumstances, and we are really proud of all our nurses and midwives who have helped us through one of the most testing years in the history of the NHS.

### Award-winning staff

Fittingly, in the Year of the Nurse and Midwife, many of the Trust's staff working in these areas were crowned winners at the annual staff awards this year.

Congratulations to:



High Quality Care – Breast Screening Team

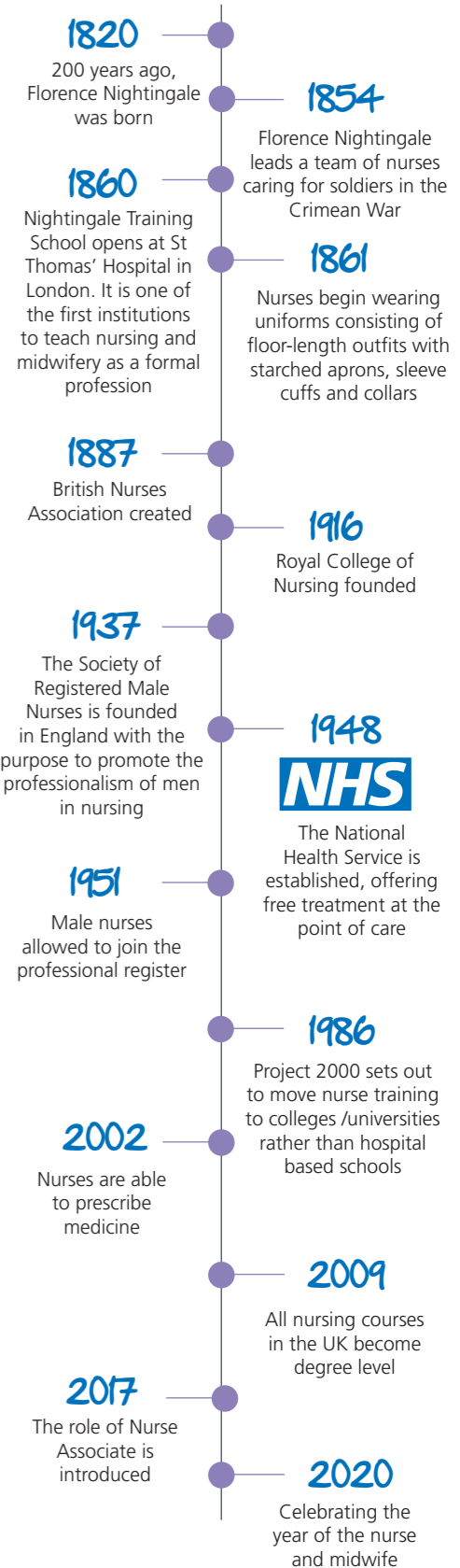


Best Innovation – Oliver Fisher Special Care Baby Unit



Employee of the Year – Rochelle Gopee

## Nursing through the ages:



This is OUR Time  
**2020**  
#YearOfTheNurseAndMidwife

# Our COVID heroes

In this edition of News@Medway we shine a light on some of our NHS heroes and reflect on the important role they have played throughout the COVID-19 pandemic.

The Trust has over 4,000 staff who have helped and treated patients throughout this period, from housekeepers to porters, catering to laundry staff, administration to IT, alongside all the doctors, nurses and other healthcare professionals working on the front line at Medway Maritime Hospital and in the community.

Every every single member of staff has worked so hard to help the Trust manage the additional pressures. We want to take this opportunity to all our colleagues for being the best of people!



“The impact of this sudden pandemic affected everyone, but also brought us closer together as a team which helped us fight the peak of coronavirus.”

**Dr Safdar, Elderly Care Consultant**



“Working in the ICU these past months has allowed us to see the devastating impact of COVID-19 but also the remarkable stories of recovery. We are proud to have played a part in keeping patients in touch with their loved ones during this difficult time.”

**Our Skype Angels Sharon and Mel**



“It’s been a really busy period with all the extra stock that has come into the hospital, but as a team we’ve been determined to stand up to the challenge and help protect our colleagues and patients.”

**Dan, Associate Director of Procurement**



“Our doctors would not be able to care for patients safely without the help of unsung heroes like our housekeepers, who are on the frontline every day.”

**Wendie, Head of Housekeeping**



# Our Medway – improving care for our community

In early 2020, we began work to improve the quality of care with the launch of 'Our Medway Improvement Plan'.

At the heart of this are our patients, and the experience they have every time they come to the hospital. Our improvements are developed and led by our clinical colleagues and set out in five programmes:

- High Quality Care
- Innovation
- Integrated Healthcare
- Our People
- Financial Stability.

Within **High Quality Care** we are reducing the time patients stay in hospital, improving patient experience.

Through **Innovation** we are concentrating on the way we use digital technology and good quality data.

**Integrated Healthcare** sees the Trust work with partners in community health, GPs, mental health, social care and other settings to provide specialist support to keep people as healthy as possible in their own homes.

We continue to enhance outpatient services, and hope to expand into more healthy living centres to help reduce the need for travel and achieve other benefits for patients.



Elsewhere, we are introducing a new initiative to allow patients to contact relevant services within 12 to 18 months of hospital visits, rather than receive routine follow up appointments unnecessarily.

Since the COVID-19 outbreak, we have succeeded in converting 42 per cent of our total outpatient appointments to virtual appointments to provide a safe and convenient option for patients to consult with their clinician remotely.

The results of a patient survey showed that of more than 1,100 people who had taken part in a telephone consultation during the lockdown, 83 per cent were "quite" or "very satisfied" with the change, while 86 per cent of people who had a video appointment felt the same.

Our **Financial Stability** aims to ensure that as much of the 'Medway pound' as possible is spent on direct provision of care to our community.

As part of the **Our People** programme we have enhanced nurse recruitment, particularly for frontline clinical vacancies.



## Key achievements since April 2020

- Launched 'Reclaiming the nursing landscape' – strategic priorities for nursing and midwifery 2020
- Matrons have been placed back in charge of their wards and departments with a clear focus on quality and safety
- Investment in Matron and Heads of Nursing/ Midwifery leadership development
- More than 90 per cent compliance with nursing risk assessments
- Improvement in nutritional care across the Trust
- Improvement in hospital acquired pressure damage (In September we marked 26 days since a hospital acquired pressure ulcer)
- 'Big room' events at which staff sharing progress, best practice and working together to achieve improvements in quality, patient safety and standards of care
- Engagement events focused on improving the experience of our patients
- Matrons' Trust wide leadership roles for quality priorities and fundamental standards.

# Round up of the year

It has been a productive year here at Medway with the launch of new innovations and award-winning projects to help us deliver the best of care to our community. Here are just a few of the highlights from 2020.

## New service to support young people

We introduced a new service to help young people, in partnership with Public Health Medway and Emerge Advocacy.

Emerge Advocacy is a charity which provides short term support to young people aged 10-25 years who find themselves in the Emergency Department because they are struggling with self-harm or feeling suicidal.



The physical launch was sadly postponed due to COVID-19, but instead, the project launched as a phone-based service and has been very successful.

Tim Gosden, Emergency Department Service Manager, said: "As a Trust we are determined to improve the service

we provide to young people who may be struggling with mental health issues.

The introduction of the Emerge Advocacy team is a big step in the right direction for providing support for our patients."

## Digital technology



As part of the Trust's Innovation Programme we have been progressing work on digital technology within the Trust. We recently held two engagement sessions with patients and members of the public who expressed an interest in the digital work stream, to seek their views on some of our digital plans. These sessions included discussions on our draft Digital Strategy, digital exclusion and the Kent and Medway Care Record.

We are committed to co-design with our community and plan to hold many similar events to seek feedback and help influence the direction of the Trust's Digital Strategy.

## Improving care for patients with learning disabilities or autism

In August we were proud to announce the launch of 'Different Not Less' – a campaign that aims to improve care for patients with learning disabilities or autism.

The campaign was created by Ginny Bowbrick, a Consultant Vascular Surgeon, who is the mother of autistic twins with severe learning disabilities. Ginny said: "The campaign aims to promote equality in care and encourages staff to avoid making assumptions about our patients with autism or learning disabilities and to listen to them and their families".



Understanding Learning Disabilities and Autism for the NHS

Different, Not less.

## Emergency Department scoops top nursing award

In December the Trust's Emergency Department won a major national healthcare award for its work in developing a clinically-led workforce strategy.

The team beat nine other NHS trusts to the Nursing Times Workforce Team of the Year Award at the virtual ceremony on 2 December.

Judges recognised the development of the strategy as transformational and highlighted outcomes such as the "significant improvements" to patient safety and experience within the department. They added that the work had helped the team cope with added demands and new ways of working throughout the COVID-19 pandemic.



# Medway Hospital Charity humbled by community generosity

Since April, the charity has received more than £250,000 in grants and donations, plus £85,000 in gifts, from grateful members of the public.

Of this total, £166,500 has been granted by NHS Charities Together, after its COVID-19 Urgent Appeal galvanised fundraisers across the UK. You may recognise its most famous supporter, Captain Sir Tom Moore.

Medway Maritime Hospital was delighted to receive £50,000 (of the £166,500) from NHS Charities Together) to support staff and patients during the second wave lockdown.

James Devine, Chief Executive of Medway NHS Foundation Trust, said: "On behalf of our staff and patients, I cannot thank you enough for your generous donations and fundraising efforts for both The Medway Hospital Charity and NHS Charities Together. "The support for the NHS has been humbling and very much appreciated. Your kindness motivates our staff to keep going and, whilst many donations have already been used for staff and patient benefit, some of the money, from NHS Charities Together, will fund longer-term wellbeing projects."

The majority of the NHS Charities Together grant money has been



Ward Manager Ryan proudly shows our NHS Heroes COVID-19 badge

allocated for specific projects; the most exciting of which is the creation of a new staff gym at Medway Maritime Hospital.

A charity contribution of £50,000 will be used to convert the former hydrotherapy pool and a further £15,000 has been earmarked for gym equipment.

Elsewhere, £18,000 will be spent on COVID-19 research and innovation projects, £12,000 to support Medway NHS Foundation Trust's BAME

Network, a proportion of which was used during October's Black History Month, plus a further £5,000 for a permanent staff wellbeing hub in the main hospital building.

The Charity also launched an online wish list which had items to help keep patients comfortable and happy while they were being cared for throughout the festive season. Over 50 gifts were donated and gratefully received by patients after each item was specially chosen by a frontline worker at Medway Maritime Hospital.

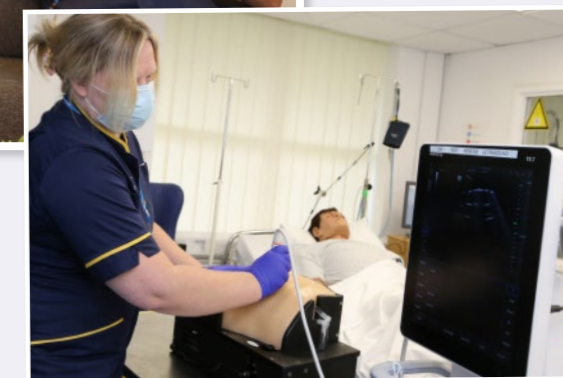
The Medway Hospital Charity has also spent some of the donations from local residents, plus a proportion of the NHS Charities Together grant money, on:

- Special COVID-19 badges plus commemorative candles to celebrate the International Year of the Nurse and the Midwife
- £5,000 of simulation equipment, including a COVID-19 lung trainer, that enabled staff to prepare for the second wave
- Tablets, portable landline phones and mini whiteboards for patients to communicate with their families and staff
- Dandelion remembrance plaques, sent by the Trust's End of Life Care team, to families who lost loved ones during the pandemic, and could not be with them when they died
- £900 on patient personal care packs and £700 on deodorants, face creams and shower gels for frontline staff
- £7,000 on picnic benches across the hospital site
- The Charity is also using your donations to create a staff courtyard to be ready in the spring
- A thank you cream tea to recognise hardworking staff and food care packs to support staff during lockdown.

Thank you



Pictured left: Marie and Graeme, End of Life Care Nurses with our dandelion remembrance plaques



Pictured right: Clinical Simulation Operations Manager Gemma demonstrates the new COVID-19 lung trainer



Donna Law, Charity and Fundraising Manager, said: "The Medway Hospital Charity would like to say a heartfelt thank you to each and every supporter for making such a positive difference to our staff and patients' lives. Living through a global pandemic is not easy and times are tough but it's often in the most challenging of times that people go above and beyond.

Your incredible generosity has, and will continue, to make a real difference to both staff and patients. Your support means the world to us. Thank you for showing your appreciation for Medway NHS Foundation Trust."

## Get in touch

If you would like to fundraise for our hospital charity, please contact Cheryl or Donna.

01634 825398

medwayft.charity@nhs.net

www.medway.nhs.uk

You can now text a donation to us!

Text **MEDWAY** to **70085** to donate £10

Texts cost £10 plus one standard rate message and you must obtain permission from the bill payer before sending a text message.

Or you can donate online at [www.justgiving.com/mnhsfc](http://www.justgiving.com/mnhsfc)

# WE THINK YOU'RE BLOOMIN' MARVELLOUS!



Thanks to your charity donations\* and the support of our local community, we were able to build a new **therapeutic, sensory dementia friendly garden** at the hospital which provides a calm and quiet space for patients, their families, friends and care givers to relax.

*Thank you*

**\*£10 could pay for some spring bulbs  
£20 could pay for some garden tools**



Registered Charity Number: 1051748

Your support, no matter how big or small, plays a vital part in supporting our hospital's amazing work. To make a donation, please contact our Charity and Fundraising Team:



01634 825398



medwayft.charity@nhs.net



www.medway.nhs.uk

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