

Winter 2022/23

NHS

Medway

NHS Foundation Trust

news @ Medway



**“Forever grateful”
for neonatal care**



**Best of care
Best of people**

Inside:

- Providing care closer to home
- How robotic surgery is benefiting patients

Reflecting upon a challenging year



As we start the new year, I wanted to take a brief moment to reflect upon 2022.

We are proud to be at the centre of our community and throughout 2022 our hard-working colleagues continued to serve the residents of Medway and Swale with great professionalism and compassion. I would like to thank all our staff for their outstanding commitment to providing care of the highest quality to our patients.

It was an extremely busy year at the Trust, and during the year we provided 553,000 outpatient appointments, 87,000 inpatient admissions, cared for more than 144,000 patients in our Emergency Department, performed more than 3.8 million scans and

delivered more than 4,600 babies – quite an incredible feat, I am sure you will agree.

I would also like to take this opportunity to thank our community for their ongoing support and patience – we've had to ask a lot of them this year.

Thank you, patients, relatives and visitors, for helping us to keep our hospital safe by following infection control measures on our site, thank you for understanding when we had to make the difficult decision to bring in visiting restrictions and thank you for being patient when at times the waits for care were longer than any of us would have liked. We know that the NHS is currently under considerable pressure, but our staff will continue to work hard to deliver the level of care that our community deserves.

We have had many reasons to be proud over the last year, but we know we still have more to do. We need to continue to focus on making sure that our patients are seen within four hours in our emergency department, have their operations without unnecessary delays and get home quickly when they are well enough to leave us.

Our focus remains on becoming the very best organisation we can be for the people of Medway and Swale, I hope you will follow us on this journey into 2023.

Jayne

Jayne Black
Chief Executive



Improved ambulance handovers are good news for patients

In November our new acute medical model was launched at Medway Maritime Hospital.

Designed to play a major part in tackling winter pressures and reducing ambulance handover times, the new system is based on the nationally-recognised Getting It Right First Time (GIRFT) programme, with the focus on patients with an acute medical need.

The model sees our existing Same Day Emergency Care (SDEC) service upgraded to an Acute Ambulatory Medical Centre which has new dedicated patient pathways. Each pathway helps to reduce length of stay, and provides earlier access to care, while enhancing patient flow throughout the hospital.

Since the launch of the model, we have seen a much improved ambulance handover performance.

The Trust will continue to work with system partners, including the South East Coast Ambulance Service, to ensure that patients who need emergency care are treated as quickly as possible, particularly those arriving by ambulance.



Another step forward for digital records at Medway

The Trust's electronic patient record (EPR) system is now live in the Emergency Department following the successful completion of the second phase of the Trust's EPR delivery strategy.

Following the successful launch of EPR across 24 adult inpatient wards back in 2021, teams are now also prescribing medicines and recording what the patient has received or taken on the system as part of the rollout.

EPR will drive better patient care, and help to improve patient flow throughout the hospital, including faster admission to inpatient wards, greater oversight of patient data and quicker, more efficient discharge.

Getting the right help this winter

This winter there are three important steps you can take to make sure you and your family get the right care, in the right place, at the right time.

You can get help and advice from:

- a pharmacy – pharmacists can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- your GP – you may be able to speak to a GP online or over the phone, or go in for an appointment if they think you need to
- NHS 111 – go to 111.nhs.uk or call 111 if you have an urgent medical problem and you are not sure what to do.

In a life threatening emergency, visit the Emergency Department immediately or call 999.



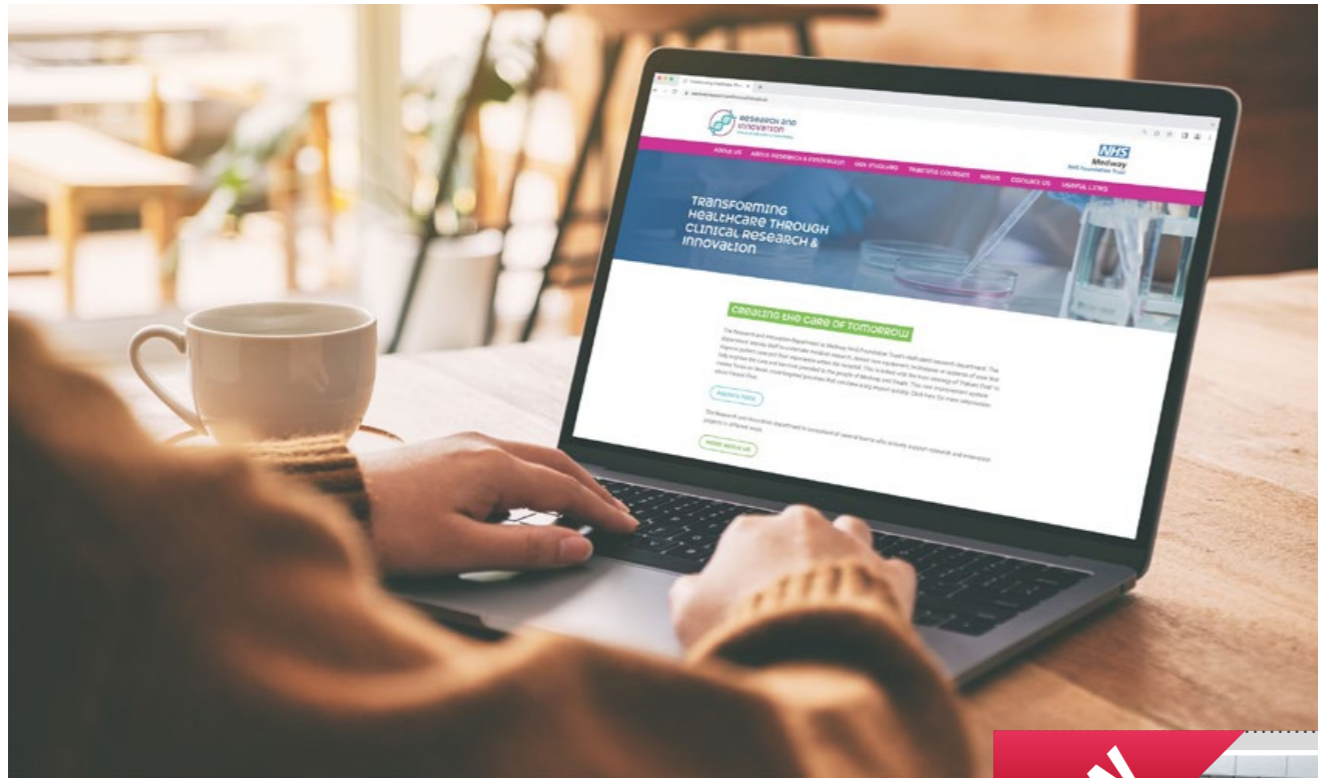
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Sign up and become a Research Friend

Medway NHS Foundation Trust's Research and Innovation Team has launched a Research Friends scheme. It means residents living in Medway and Swale can help shape and have their say on future research projects, get involved with events in the community and at Medway Maritime Hospital, find out the results of trials undertaken and opportunities to take part in life-changing research studies.

Laura Adams, Patient and Public Engagement and Involvement Facilitator for Research and Innovation, said: "Evidence shows that research active trusts like Medway deliver a higher quality of care to their patients. That's because through research we can offer treatments that otherwise would not be available and ensure we are offering the most up-to-date treatments to patients.

"We want to place research at the heart of everything we do. Without research we would be blind within healthcare as we wouldn't know how to treat new diseases and viruses or the long-term effects on

people, but importantly we cannot carry out research without patient involvement."

Everyone who signs up to become a Research Friend will also receive a quarterly newsletter with all the latest research news and recruiting trials.

Becoming a 'Research Friend' is completely voluntary, confidential and without obligation.

Sign up today

People can sign up by visiting the Research and Innovation Team's new website, <https://medwayresearchandinnovation.co.uk>, which has been created as a one-stop shop for patients, residents, the healthcare industry and staff, to find out about all aspects of research activities undertaken by the Trust.



Access all areas!

Thanks to the Trust's capital budget, work has begun to build two new lifts in courtyard three.

The £1.8 million project started in October last year and will take a year to complete.

The two new lifts will mean patients, visitors and staff will be able to access all five levels of the hospital in one journey, which is not currently possible.

One of the lifts will be fire rated which means it can be used during a fire evacuation and firefighting.

Keep an eye on our social media platforms for updates on the project.



Staff welcome disposable head coverings

The Trust has introduced new disposable head coverings for staff within its operating theatres, helping to improve safe practice and inclusivity for colleagues.

Thanks to this new initiative, head coverings are now routinely available at Medway Maritime Hospital in a disposable format, adding to the standard operating theatres hat. The new style of head covering meets the strict uniform requirements for operating theatre staff, who must wear sterile and disposable clothing such as scrubs, surgical gloves and gowns to reduce the risk of patients contracting an infection.

The item was first launched as a disposable hijab at an NHS hospital in Derby by Muslim doctor Farah Roslan. Inspired by this idea, our Head of Nursing, Jane Westhead, worked to bring the items to the Trust as a way of improving safe practice and inclusivity for colleagues who wear head coverings or veils for religious purposes or as part of their faith and culture.

"This is the latest positive step to making Medway a more inclusive place to work..."

Jane said: "In the theatres department we proudly represent the values of the organisation, including working together and making sure every person counts. We think this is a clear example of the inclusivity we strive to promote within the team, and more widely across the hospital.

"The head coverings are cost effective, promote safe practice within the operating environment, and importantly, allow our diverse

colleagues to represent their faith and cultures while at work. They are also a great option for theatre work wear, as in addition to religious and cultural reasons, it is suitable for staff with textured, natural or long hair that can be difficult to cover with a standard theatre hat."

Jayne Black, Chief Executive, said: "We are proud of the diverse workforce that represents our Trust and the wider NHS, and we are delighted to be supporting colleagues in this way. This is the latest positive step to making Medway a more inclusive place to work, particularly for our staff within theatres, and we hope it will have a significant impact."

• Pictured above: Nargis Parveen, Clinical Sister in Theatres

Parents speak about the 'amazing' neonatal care provided to their premature babies

By Hayley Pierre

Lauren Jewiss and partner Paul Burr discovered they were expecting twin boys in October 2019, but a scan at 19 weeks revealed a rare pregnancy condition which saw the twins sharing one placenta and a network of blood vessels that supply oxygen and nutrients essential for development in the womb.

Six weeks after successfully undergoing surgery to separate the placenta, the decision was taken to deliver the boys.

Zach, who weighed 1lb 9oz, and Jaxon, who weighed 1lb 3oz, were born at 25 weeks and two days on 25 March 2020. They were taken straight to the neonatal unit where they were placed on ventilators.

Sadly, on day three, despite the best efforts of staff, Zach passed away in his dad's arms.

Jaxon continued to improve but on 30 April 2020, the day before Zach's funeral, he also died.

Lauren (33) said: "It was the hardest thing we have ever had to deal with but the staff at the Oliver Fisher Neonatal Unit were amazing. They supported us every single day and did their utmost to help our babies and



for that we will be forever grateful."

Thirteen months after losing their sons the couple discovered they were expecting twin girls.

At 12 weeks the couple were told the smaller twin had a single umbilical artery and as the pregnancy progressed the baby would want more food to grow and due to the single umbilical artery it would not be possible. Then at 16 weeks they were told it would be touch and go if the smaller twin would survive as there was hardly any fluid in the amniotic sac, something which is needed in order for a baby's lungs to develop.

When Lauren started to experience pain and bleeding at 23 weeks, the couple were told they could lose one or both of the babies. As a result Lauren was put on bed rest.

Born at 29 weeks and two days on 11 November 2021, Amariah, who weighed 2lb, and Annayah, who

weighed 2lb 9oz, were taken to the same neonatal unit that had cared for their late brothers.

Lauren said: "I cannot fault the level of care that was provided by the staff. Nothing was too much, and no question too stupid. Every nurse, doctor, and consultant went above and beyond for us and our girls. If it wasn't for them we wouldn't have them at home with us now."

"They supported us every single day and did their utmost to help our babies and for that we will be forever grateful."

Annayah was on the unit for a total of six weeks, and Amariah eight weeks before going home on oxygen.

Lauren said: "There will never be enough thank yous to every member of staff that were on our journey with us from the boys, to the girls, to now.

"It may seem like we have our happy ending but there will forever be a hole in our hearts and lives where our little boys should be."

• Pictured: Parents Lauren and Paul with twin daughters Annayah and Amariah



Patient First

Bringing results

Patient First is all about identifying and acting on priorities which will make a big difference and lead to improvements in patient care and experience quickly. When we launched the programme early last year, we set ourselves five clear targets that we wanted to achieve to improve our performance – these are known as Breakthrough Objectives.

Although it's still early days in rolling out the improvement system across the Trust, we are beginning to see some early successes from the work that has been started. For example, we are starting to see:

- an increase in the number of patients completing our Friends and Family Test who would recommend us as a place to receive care
- waiting times for elective surgery in some areas reduce
- a decreasing number of 'crash calls' (where a patient's heart stops beating and they need our specialist arrest team to restart their heart and revive them).



We will continue to work hard in these areas to improve our performance further and achieve the targets we have set ourselves.



In action

If you are a patient or visitor at our hospital, you may see scenes like this one across the wards and clinical areas.

This is our frontline teams taking part in a daily 'Improvement Huddle', which is an essential part of Patient First.

The huddle brings all team members together around a board to discuss priorities for the day, progress on targets from the previous day and any urgent actions needed for improvement. The huddles last no longer than 15 minutes and can include patients and their families or carers.

Nelson Ward, Penguin Assessment Unit, Same Day Emergency Care and Arethusia Ward are now holding these huddles after completing their training and coaching on Patient First methods and behaviours.

They are the first four areas to start doing this and others will follow suit during 2023.

Kim Umali, Senior Charge Nurse (pictured above), who led the first Improvement Huddle on Nelson Ward, said: "For me, I felt nervous in the beginning but I received positive feedback from all staff members because it gives them the opportunity to voice their concerns and it allows me to spread the accountability to everybody in the ward. It's very effective but succinct too."

A reminder:

Patient First is a recognised and proven system for delivering significant long term change within the NHS which:

- Identifies key areas for improvements and the root cause of problems
- Provides tools, techniques and a standard approach to identifying and tracking improvement needed
- Gives staff clarity about what they need to do, every day, and empowers them to make change happen in any areas of the Trust where they work
- Sets out very clear and specific targets about what needs to be achieved in a fixed timescale.

Providing care closer to home for frail patients in Swale



The Trust has worked with partners to find ways of providing care closer to home for frail patients and to create more beds at Medway Maritime Hospital for planned operations and treatment.

As a result, a proposal has been developed with NHS Kent and Medway and Medway and Swale Health and Care Partnership to use vacant space in Sheppey Community Hospital, creating a frailty ward (known as the Sheppey Frailty Unit), primarily for patients living in Swale, providing care closer to home for these patients. The ward will be staffed by a clinical and support team employed by the Trust.

The majority of patients who live in Medway and need care within a specialised frailty setting will continue to be looked after at Medway Maritime Hospital.

Creating beds in Sheppey Community Hospital will free capacity within Medway and enable the Trust to allocate further beds for planned operations and treatment, referred to as elective services.

This will mean waiting times for surgery will be reduced – this has been a priority for the Trust following the waits that arose as a result of the COVID-19 pandemic.

The ward will open in January 2023 to maximise the benefit in the colder months when demand is highest.

Call 4 Concern

Are you concerned about a patient's clinical condition?

Contact the Acute Response Team with your Call 4 Concern directly:

 **07799 348 608**

The Call 4 Concern (C4C) service is here to support you and ensure that patients receive the clinical care that they need.

You should only call after you have spoken with the nurse in charge or doctor responsible for the patient.



Your Say

Here is a selection of feedback we have received through our social media channels recently.



Had a nervous visit to the Endoscopy team today at @Medway_NHS_FT. Absolutely amazing patient care from arrival to discharge. I can't praise them enough. Thank you.

Thank you to all staff at Medway Hospital. Appreciate your dedication and hard work.



Attended outpatients with my daughter - in and out without delay! Thank you Area 5 for a great service.

Had my six weeks check up today! Fracture healing nicely but back in six weeks again just to be sure! Thanks to all at Purple Zone today for braving the elements and getting me in, X-rayed, consulted and out in less than an hour!




Tell us about your experience!

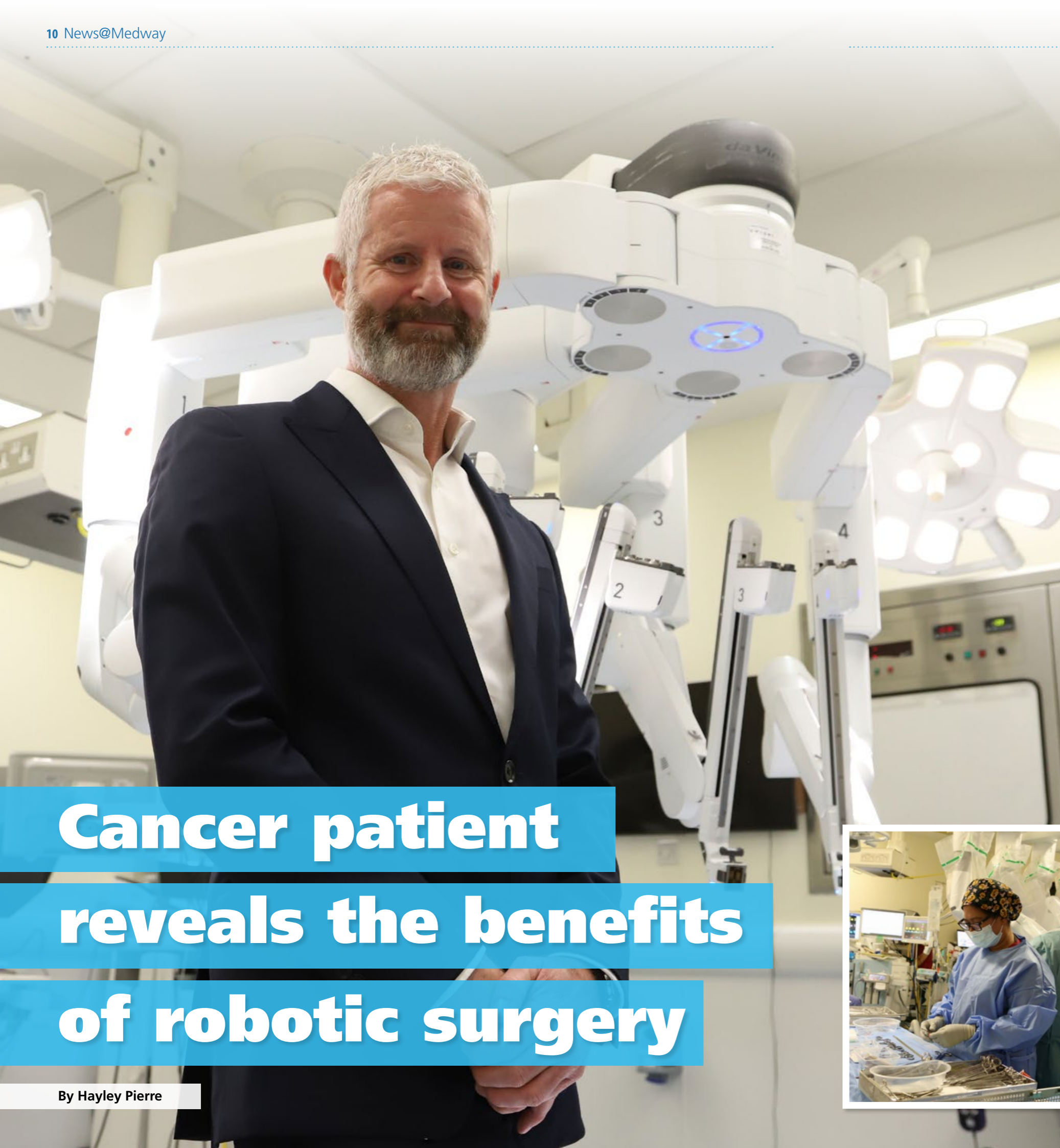
Your feedback helps us focus on making improvements where you think they need to be made.

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



Cancer patient reveals the benefits of robotic surgery

By Hayley Pierre

A patient has spoken about his quick recovery after undergoing minimally invasive surgery (MIS) to treat cancer.

Peter Jarvis, who had part of his colon removed after he was diagnosed with cancer, was back at home just days after surgeons used the da Vinci xi Robot Surgery System.

The MIS tool, which was introduced to the Trust five years ago, has revolutionised the care provided to patients undergoing urology and colorectal surgical procedures as it is able to perform complex and incredibly precise procedures, in a way not possible with human hands, under the control of a highly-trained surgeon.

As a result, the system has replaced large incision abdominal surgeries (open surgery) with small incisions meaning patients experience less pain, go home sooner and have less chance of needing follow-up surgery or experiencing a complication, such as a postoperative infection.

Peter (54), from Rainham, said: "When you're initially diagnosed with cancer your world stops. Then your next

thought is what are we going to do about it?"

"I underwent an operation for a stoma pouch to be fitted, then the following month I started intense radiotherapy treatment and three months later my surgeon Neil Kukreja, carried out robotic surgery to remove the lower half of my colon.

"When you're a patient you put your life in your surgeon's hands and you have to trust what they are going to do.

"After the operation I was up and walking the same day. By day two I was able to shower, and on day four I was back at home. Because the op was so clean and precise I was also able to start the next stage of my treatment – chemotherapy, which then put me into remission. Without the robot and Mr Kukreja's expertise I might not be here today."

Since the system was adopted by the Trust in July 2017, 1,275 operations have been carried out by the robot – of those 1,084 were urology (prostate, kidney and bladder procedure) and 191 were colorectal (rectum, anus and colon) surgeries.

"Without the robot and Mr Kukreja's expertise I might not be here today."

As Medway is the hub of the West Kent Urology Cancer Centre, it means that urology and colorectal cancer patients across the south east benefit from this innovative equipment.

Jayne Black, Chief Executive, said: "Robotic surgery is a 'team sport' and requires buy-in at all levels of an NHS Trust to work effectively. Our surgical and operational team fully embraced the technology and as a result has implemented a safe and effective programme which has seen patient outcomes improve and the programme develop year-on-year."



Improving the experience of inpatients

A new and improved Keats Ward was reopened to patients in December after undergoing a makeover.

The work included new flooring throughout, new fire doors, emergency lighting system, new nurse call, upgraded LED lighting, dedicated staff room and a dedicated Multidisciplinary Team (MDT) room. In addition, there is now more storage and two areas for direct patient supervision.

As a result of the work the 26-bed ward, which is under the care of Acute Frailty, provides a clinically suitable and comfortable environment for patients to receive acute inpatient care and treatment. In turn the staff working on the ward benefit from

a modern, clean and organised work space to deliver the best of care, plus a well equipped staff area to use during breaks.

Before the refurbishment the ward was under the care of the Specialist Medicine Care Group and specialised

in the care and treatment of patients with acute gastroenterology conditions (relating to the liver, intestines and colon) and acute endocrinology issues (hormonal conditions). Patients were moved to Nelson Ward, located on Level One, while the work was carried out.



• Some of the team working on the newly refurbished Keats Ward

Parents urged to support new research study for infants

Parents in Medway and Swale are being encouraged to support the ground-breaking HARMONIE research study at Medway NHS Foundation Trust, which is looking into the UK's leading cause of infant hospitalisation.

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

RSV affects 90 per cent of children before the age of two. It often causes only mild illnesses, like a cold. However, for some babies, it leads to more severe lung problems such as bronchiolitis and pneumonia.

Baby Jack, from Sittingbourne, is taking part in the study at the Trust.

His mum, Samantha Short (pictured above with Jack), said: "It's great to be involved in research that might help more

babies in the future, because being a Sister on a neonatal unit I know how ill some babies can get with RSV.

"Being on the HARMONIE study has reassured me that Jack will be protected from RSV this winter as he received the injection and I did not hesitate in enrolling in this study."

The study includes a single in person visit, with entirely virtual follow up visits over a 12-month period.

Dr Aung Soe, Consultant Neonatologist, said: "The HARMONIE study is a vital study looking into whether a new drug, nirsevimab, will significantly reduce the number of babies with RSV Bronchiolitis needing to be admitted to hospital.

"We hope that parents will engage with this trial as RSV is a common seasonal virus that infects nearly all babies by their second birthday."

To find out more, or to get involved with the study, please contact the Trust's Research

Team at medwayft.researchenquiries@nhs.net

More information can also be found on the website <https://rsvharmoniestudy.com/en-gb>



Matron Charlie loves her mind and body workout!

October 2022 marked the first anniversary of The Medway Fitness Hub with more than 1,300 colleagues enjoying use of this state-of-the-art facility to support their health and wellbeing.

Our staff gym was made possible thanks to Medway NHS Foundation Trust, The Medway Hospital Charity and NHS Charities Together with additional contributions from UNISON and the Medway Labour and Co-operative Group.

"It's great for my mental wellbeing and for supporting my physical fitness. It's the only time I get 'me time' and I am so grateful that we have it."

Matron Charlie Flannery, pictured above, is a big fan of The Medway Fitness Hub, using it at least twice a week to support her 12 marathons in 12 months training!

The 35-year-old said: "I think it's amazing; I am the envy of other NHS colleagues who don't have access to a staff gym.

"I love having it on site; it's so convenient. I am a busy mum, having six children, a pony and two dogs, and I would struggle to access a gym if it wasn't at work.

"I come in at 6.30am for a one-and-a-half-hour workout, twice a week. It's great to come in early, work out, shower and then go to straight to work.

"There is a good variety of equipment, and the quality is excellent. My favourites are the treadmill, cross trainer and weights, although sometimes I just book a session for the foam rolls to help my muscles in between marathons.

"The gym is simply fantastic! It's great for my mental wellbeing and for supporting my physical fitness. It's the only time I get 'me time' and I am so grateful that we have it.

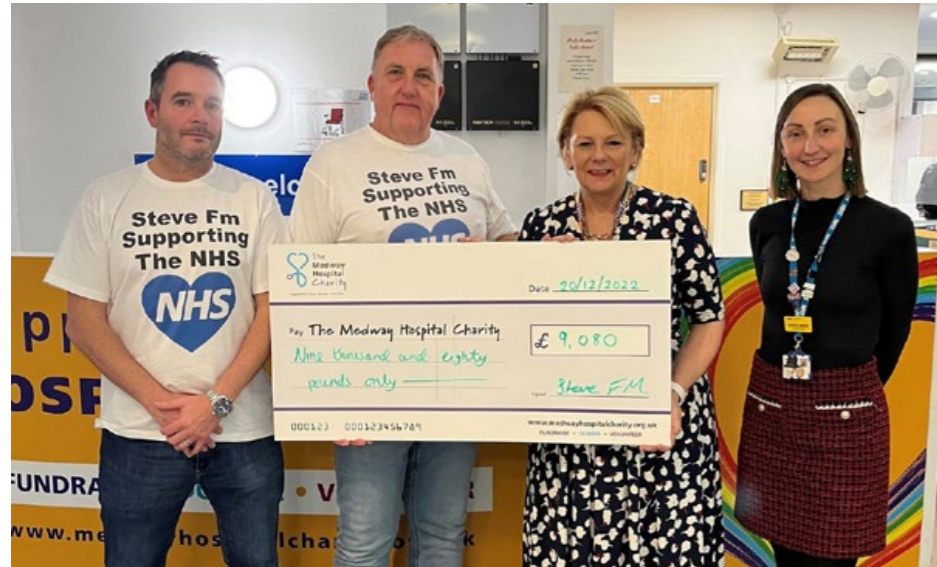
"I would like to thank everyone who contributed to The Medway Fitness Hub, including NHS Charities Together. Our staff really do appreciate it. The pandemic was really hard for the NHS and to have a facility that looks after mind and body is something that should be celebrated."



• Olympic rower Sara Parfett officially opened The Medway Fitness Hub in 2021

Charity news

DJ raises more than £9,000 for the NHS



Trust Chief Executive Jayne Black (centre) and Fundraising Officer Cheryl Jones (right) gratefully receive the donation from DJ Steve and his friend Neil.

When DJ Steve Parish set out to raise £1,000 for The Medway Hospital Charity by holding online DJ sets, little did he realise the success they would be.

Since November 2020, Steve FM has raised more than £9,000 and our Chief Executive Jayne Black and Fundraising Officer, Cheryl Jones, were delighted to welcome him to Medway Maritime Hospital to say thank you.

Steve started doing DJ sets live on his phone, following the Clap for Keyworkers. He loved it so much, he even built a new studio in his garden.

The DJ nights took Facebook by storm and soon everyone was watching Steve. This is when his friend, Neil Palmer, created a GoFundMe page for 'Steve's DJ Nights' and the donations for the NHS started flooding in.

Neil said: "We originally set a goal of £1,000 to reach but the amount he actually raised was phenomenal - more than £9,000 for the NHS. Steve is honestly one of the most loving and caring people you could ever meet. Well done Steve."

We absolutely agree with Neil. Thank you for being one of our fantastic fundraisers!



Challenge yourself for NHS 75

This year marks the 75th anniversary of our wonderful health service, so why not challenge yourself and fundraise for The Medway Hospital Charity?

We have places in the Snowdon at Night Trek on Saturday 5 to Sunday 6 August and Sky Dive for NHS 75 on Saturday 12 August.

To find out more, visit www.medwayhospitalcharity.org.uk



Charity news

Festive Fundraising!

Thank you to everyone who has supported the charity in the past year and to everyone who came along to support one of our events.

It's been wonderful to hold face-to-face fundraising events and we were delighted to hold our first Christmas Fair since COVID-19 and welcome Cllr Jan Aldous, the Mayor of Medway, and her consort, Tony Aldous, to the event which was held in December.

Our Christmas Appeal, which included sales from Christmas knitting, Christmas cards, a Christmas Raffle and the fair itself, raised more than £3,500.

Hundreds of gifts also came in via our Christmas Amazon Wishlist. Our staff are always so excited and grateful to receive items to benefit our patients over the festive period.

We'd also like to say a massive thank you to Staxson Electrical Services for supporting our adult Christmas Day Inpatient Appeal for the second year running.



Cllr Jan Aldous, Mayor of Medway, our Charity mascot Tedway, Evonne Hunt, Chief Nursing Officer, and Tony Aldous, Consort to the Mayor of Medway, at our Christmas Fair.



Charity and Fundraising Manager Donna Law with Steve Ingram of Staxson Electrical Services

Steve Ingram's company kindly made a donation to cover the cost of Christmas mugs, and the treats inside them, for 540 patients on Christmas Day.

More than a hundred gifts were also donated to support our young patients from our generous community. These presents were given to our children's ward, the children's Emergency Department and to our Children's Outreach and Specialist Team.

We'd also like to thank Vertiv, who maintain our generators, for supplying the Christmas tree for our Reflection Garden and Jacksons Lift Group, who maintain our lifts, for the tree on our roundabout.

Your kindness has made such a difference to our staff and patients.



If you would like to find out more about fundraising for our hospital, please contact The Medway Hospital Charity Team:

01634 825398 | medwayft.charity@nhs.net | www.medwayhospitalcharity.org.uk

Play make a smile lottery in aid of The Medway Hospital Charity

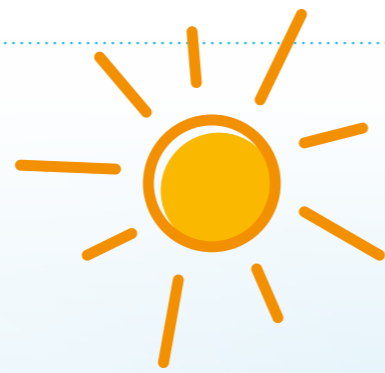


www.makeasmilelottery.org.uk

WIN UP TO £25,000!



It's the 'Year of Listening'



Rachel Merrett, Superintendent Mammographer, and Jennifer Priaux, Macmillan Transformation Manager, were at the 'Year of Listening' event at St Justus Church in Rochester in November.

Our staff were there to promote and to share the importance of attending your breast screening appointment.

This event is part of a 12-month community engagement project, hosted by Medway Voluntary Action, to understand the barriers people experience in accessing local cancer treatment and support services in Medway and Swale.

Here, our team met Lisa, a previous breast cancer patient at Medway Maritime Hospital, who kindly shared her experience with us:

"I was living in Dorset when I received my letter inviting me to book for my over 50 mammogram and was relieved as I had recently lost a very dear friend to breast cancer, and not having to look into arranging it myself was perfect! My first appointment was swift but thorough and I felt supported by all the staff.

"Sadly, they detected something and wanted to investigate further. This is where panic set in, as on top of this, I was due to move to Kent.

"However, I need not have worried. My care was passed seamlessly to the team at Medway Maritime Hospital and I was seen almost straight away – in fact one of the nurses rang me constantly on her day off as they hadn't been able to get through to me, to get me booked in!

"I had another mammogram where they placed a tiny titanium marker for the surgeon inside my breast (hardly felt it). My operation was a few weeks later and I cannot fault any of the staff in the care they gave me. The aftercare from the Macmillan nurses was second to none.

"So in short, go for your mammograms! If I had not, I would not have known what was going on inside my own body – I didn't have any symptoms, no idea at all, and this early detection has protected me from anything more severe happening. I have yearly mammograms now. I am due my third and while I hope it's another clear one, I'm not worried at all – we have an amazing service here and I know I'm in excellent hands!"

In 2023 our Breast Unit Team will continue to champion the importance of breast screening and breast health for people of all ages.

They want to urge people to attend breast screening appointments when invited because, put simply, the earlier potential cancer is detected and treated, the better the chance of surviving it. They also want to use this as an opportunity to talk to people about their breast health and to encourage them to check their breasts regularly.

• Jennifer Priaux and Rachel Merrett



The Trust in the community

Governors tour local libraries

Lead Governor Cllr David Brake explains what's behind the visits.



We have embarked on a programme of visiting libraries to meet, speak and encourage residents to join as members of the Trust. I am pleased to say we have the full support of Medway Council's Libraries Services, which also works with Medway Public Health, in this new venture.

With some 22 libraries located across Medway and Swale, and more than a million visits each year, Medway NHS Foundation Trust's Council of Governors have a wonderful opportunity to meet and speak with a significant number of residents.

The opportunity of meeting members of the community is interesting and so worthwhile. We are able to listen and learn of the admiration and support for our local hospital, as well as any concerns people may have. Engaging with members of our communities across both Medway and Swale is a key part of our role as governors, enabling us to represent the views of local people at Board level.



• Lynda Petley, Dementia Buddy Co-ordinator, Siji Arun, Deputy Clinical Lead Specialist Nurse, and Julie Porter, Dementia Buddy Co-ordinator

Dementia: Ask the Experts event in Swale

In November the Trust was at the Dementia: Ask the Experts event at Swallows Leisure Centre in Sittingbourne.

Our amazing Dementia Buddy Co-ordinators were there to talk about the fantastic work they do for our patients at Medway Maritime Hospital and to talk about what it means to be a Dementia Buddy.

Siji Arun, Deputy Clinical Lead Specialist

Nurse, was also there to share advice and support to those impacted by Dementia. She said: "It's important to attend these events in the community. I met people newly diagnosed with Dementia and carers seeking information regarding the support available in their community. It brought the people together to recognise Dementia, the psychological and the pharmacological treatments and the different support groups present locally."



Engagement sessions

We know that it is important for patients, local residents, members and carers to be involved in these discussions. 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





HM Government

NHS



Get to the help you need



111.nhs.uk

Get assessed and directed
to the right place for you
without leaving your armchair.

**Use 111
online**

**Help us
help you**