

news

@Medway

Summer 2024

NHS

Medway

NHS Foundation Trust

**Baby boy
named after
life-saving
doctor**

Inside:

New multi-million pound cardio
respiratory ward opens

How technology is freeing up
nurses' time to care for patients



A milestone edition

Welcome to our first print edition of News@Medway since the early days of 2020, when we took the decision to become a digital magazine to help stop the spread of COVID-19.

This was the right thing to do then, as we confronted the new reality of living in the pandemic age.

Much has changed over the last four years, thanks in large part to an effective COVID-19 vaccine. Today we no longer need to restrict printed materials in the hospital.

Since only being available digitally, sadly the magazine has reached fewer people, as it is not as accessible for

many of you who spend time here at the hospital.

I'm proud of the life-changing care we provide and the improvements we are making, so I want to take every opportunity I can to share these stories with you and to let you know how you can get involved.

News@Medway also plays an important role in supporting our community engagement, and we encourage your feedback through the magazine.

Mindful of our environmental impact, News@Medway is now printed on 100 per cent recycled paper and we're printing fewer copies to minimise waste.

I am delighted that News@Medway is back in print again and I look forward



to seeing you thumbing through our latest issue as you spend time in our care, or visit your loved ones.

I hope you enjoy it – let me know what you think!

Take care,

Jayne

Jayne Black
Chief Executive

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Time to celebrate!

A Filipino Celebration Day was held in the Atrium recently attended by members of the Executive team. There were games, dancing, and a Filipino style buffet that proved to be a big hit.

It provided an insight to the Filipino culture and a chance for staff to celebrate and recognise the work of Filipino colleagues and their contribution to caring for patients.



The News@Medway Team

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Staff recognised for community contribution

The highest civic distinction, the Freedom of Medway, has officially been granted to the hospital by Medway Council in recognition of its contribution to the community.

More than 100 people, including staff, civic dignitaries and representatives from Medway Council, attended a special event which was held at Rochester Corn Exchange where the honour was officially awarded.

It is the highest civic distinction that can be given to individuals or collective bodies in recognition of outstanding service or civic association, ensuring that their memory is maintained within the community.

Chief Executive Jayne Black said: "It's a great honour for the Trust. I would like to sincerely thank Medway Council on behalf of all our incredibly hard-working staff who care for our patients across Medway and Swale. That their compassionate care and determination to put patients first has been recognised in this unique way is deeply appreciated."

Award joy for hospital radio volunteer

Congratulations to Hospital Radio Medway (HRM-FM) presenter Shannon Griffin who recently picked up the Gold Award for Best Female Presenter at the Hospital Broadcasting Association's annual conference.

Sharon presents The Request Show on Monday evenings.

HRM-FM broadcasts programmes for patients, colleagues, visitors and volunteers on 87.9FM, on smart speakers, apps and the HRM website at

www.hospitalradiomedway.co.uk



Mum's breastfeeding artwork donation

A crocheted piece of artwork that promotes ethnic diversity in breastfeeding has been donated by a mum to our maternity services team.

Amneet Graham created the piece for an exhibition at St George's Art Gallery in Gravesend to mark International Women's Day earlier this year. When it was returned to her after it ended, she decided to present it to the team as a way of thanking them for bringing her daughter Hollie into the world safely, and for the support she received to breastfeed her.

Read the full story on our website - www.medway.nhs.uk



Become a volunteer

Have you got spare time to volunteer with our Medway League of Friends?

You'll have the opportunity to make new friends, help your local community and learn new skills.

To find out more, please email enquiries@medwayleagueoffriends.org.uk or call 01634 974357.

 **Medway League of Friends**

"It was such a heart-warming moment seeing the two of them together..."



• All smiles: Dr Beta with happy mum Lauren and baby Jarek

Grateful mum names son after doctor who made his birth possible

By Hayley Pierre

A mum who feared she would lose her baby has named her son after the doctor who made his birth possible.

Lauren Davies named her baby Jarek after Dr Jaroslaw Beta who is known to colleagues and service users as Jarek.

The 38-year-old single mum of three was under the care of Dr Beta after she was referred in August last year to our Fetal and Maternal Medicine Centre, which supports women with high-risk pregnancies in Kent, Medway and Essex.

She said: "I can say for certain that baby Jarek would not be here if I hadn't met Dr Beta when I did."

As well as having epilepsy and suffering from severe vomiting during pregnancy, Lauren was diagnosed with cervical insufficiency, where the neck of the womb weakens or opens too early in pregnancy leading to premature birth or miscarriage.

She said: "When I found out I was pregnant I was happy but I was also anxious because after I lost my second baby Frank at 18 weeks and one day in 2014, I was told it was due to me having a problem with my cervix and that I would require intervention to help me carry any future pregnancies to term. Jarek's due date was also the same day as Frank's."

Dr Beta and Lauren were first introduced to discuss options after it was discovered

the progesterone treatment she was having to help lower the risk of her having her baby too early wasn't working.

To help Lauren keep her baby, Dr Beta carried out a procedure which involves a stitch being placed around the neck of the womb and tied to prevent the cervix opening too early in pregnancy.

Thanks to Dr Beta and the rest of the centre's staff, as well as the hospital's maternity services team, Jarek was born at 35 weeks and one day on 4 April weighing 4lb 14 oz. He was admitted on to the Oliver Fisher Neonatal Unit due to respiratory distress syndrome, jaundice and suspected sepsis, but was allowed home six days later.

Lauren said: "I told Dr Beta in March, following an appointment, that I was going to name my son after him and explained it was a no brainer.

"He was meant to do my caesarean but the baby scuppered those plans by coming into the world when he wanted to so they didn't meet until the morning of our discharge day.

"It was such a heart-warming moment seeing the two of them together and seeing how proud Dr Beta was holding him."

Dr Beta said: "I am absolutely delighted and honoured that Lauren decided to name her son after me and that we were able to support her to have a successful pregnancy."



One of the first patients to be treated on the ward was Gerald Nibbs (77) from Strood, who praised the new environment and staff for their 'brilliant care.'

Gerry (pictured left) said: "This will be a fantastic addition to the hospital and the wonderful staff who have looked after me so well. I was originally admitted to McCulloch Ward, and then came across to the new unit here. It's very bright and spacious, I'm sure everyone will be very happy. It's nice having lots of natural light from the windows – my first impression is that it's money well spent!

"The staff on the ward are brilliant and go out of their way to help with everything, in particular Subin, the Clinical Charge Nurse (pictured inset

below left). Nothing is too much trouble – they deserve all the praise they get."

Jayne Black, Chief Executive, said: "This is a really significant development for our hospital, which is set to benefit the community in Medway and Swale for years to come.

"We hope the new ward will play a role in improving our services, with the availability of more beds helping to treat patients sooner. It will also stand us in a better position to deal with any further pandemic outbreaks.

"I want to give a special mention to our colleagues and contractors involved in this project – thanks to their hard work and dedication, we were able to open the ward in record time."

"This is a really significant development for our hospital, which is set to benefit the community in Medway and Swale for years to come."

Multi-million pound cardio respiratory ward opens

By Will Chambers

A new multi-million pound cardio respiratory ward has opened at Medway Maritime Hospital providing more than 30 new beds and state-of-the-art facilities for patients with serious breathing or heart conditions.

The £5 million project, funded by NHS England, has transformed Ruby Ward from a vacant space previously used by mental health providers, to a purpose-built area with improved infection prevention measures and a greatly enhanced environment for staff, patients and visitors.

The launch marks the first phase of a longer term development of a Cardio Respiratory Village, which will encompass a new cardiac catheterisation laboratory and better location of services – a priority under the Trust's Patient First improvement programme and Clinical Strategy.

The ward has cared for hundreds of patients since opening at the end of April, and includes a seven-bed Respiratory Support Unit (RSU), which provides a higher level of monitoring.



• Staff Nurse Shirleen working on the new cardio-respiratory ward

Doctor's chance visit to staff gym saves hospital volunteer's life

By Hayley Pierre

"I'd like to say big hearty thank you, because without you I wouldn't be here today!"

Those are the words of thanks from Bob Smyth to the medical staff who saved his life (pictured below with Bob).

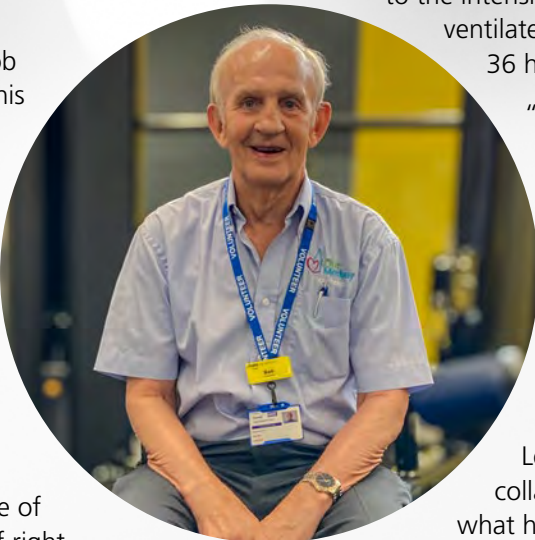
Bob, who works as a volunteer on our volunteers' helpdesk, suffered a cardiac arrest while working out in the hospital's staff gym. He was discovered by chance thanks to Dr Srinivas Vinjamuri using the gym's amenities and putting his head around the door to see who was in the gym.

Dr Vinjamuri, Consultant Physician Care of the Elderly, said: "It really was a case of right time, right place when I found Bob lying on the floor.

"I went over and shook him and then found he had no pulse so I started cardiopulmonary resuscitation (CPR) and put out an arrest call."

Resuscitation Officer Matt Taiano said: "When we arrived a couple of members of the Site Team, who are based near the gym, were there doing CPR. They also had a defibrillator on Bob.

"He received four shocks from the defibrillator and 16 minutes of CPR before his heart started to beat for itself. He was then transferred to the Emergency Department



(ED) where he was stabilised and then taken to the cardiac catheter lab where some stents were put into his arteries to improve blood flow to the heart. He was then moved to the intensive care unit (ICU) where he was ventilated and put to sleep for approximately 36 hours.

"Amazingly he woke up the next day with no brain damage. He was then stepped down to our coronary care unit (CCU) followed by Bronte Ward before going home.

"About 200 staff would have been involved in Bob's care from start to finish so it really was a whole hospital effort."

Less than three weeks after he collapsed, Bob was back at work doing what he loves most – helping people.

The 74-year-old, who has been a volunteer at the hospital for nine years, said: "The first recollection I have is on the Critical Care Unit. When I woke up my wife Grace was there and the first thing I said to her was: 'I better let them know I can't continue with my work'."

After being reunited with some of the staff who saved his life, Bob said: "I will be forever grateful to them. Dr Vinjamuri said he doesn't know why he came into the gym but lucky for me he did.

"I'm on medication now and I don't require any further treatment. I'm feeling really good."

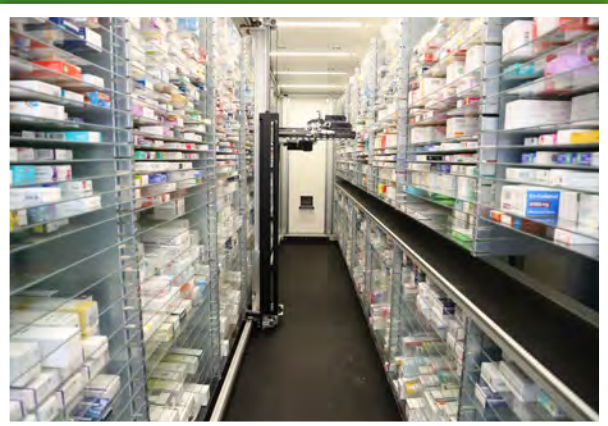
Our Resuscitation Service and Acute Response Team (ART) deliver CPR training to children and young people across Medway and Swale. The sessions are designed to be fun and interactive while providing vital resuscitation skills that could help to save a person's life.

• If you would like the teams to visit your school, or club, please email medwayft.resus.service@nhs.net



Pharmacy colleagues Karen Neeves (front left) and Steve Cook (front right) with partners from contractors GD Smy

New pharmacy robot unveiled



An exciting project has been completed to replace our dispensing robot in the Pharmacy at Medway Maritime Hospital with state-of-the-art equipment.

The robot has been upgraded with a new and more technologically advanced machine, at a cost of approximately £850,000, which is set to enhance digital transformation across the hospital while improving services for patients and staff.

The new robot, a tandem machine, named 'Bert' and 'Ernie', is more efficient, more reliable, and able to hold greater stock – about 20,000 packs of medications, increased from 12,000.

The ribbon was cut on the robot at a special ceremony, attended by colleagues past and present from the Pharmacy, Executive Team, Estates and Facilities, IT, as well as contractors GD Smy and robot developers BD Rowa.

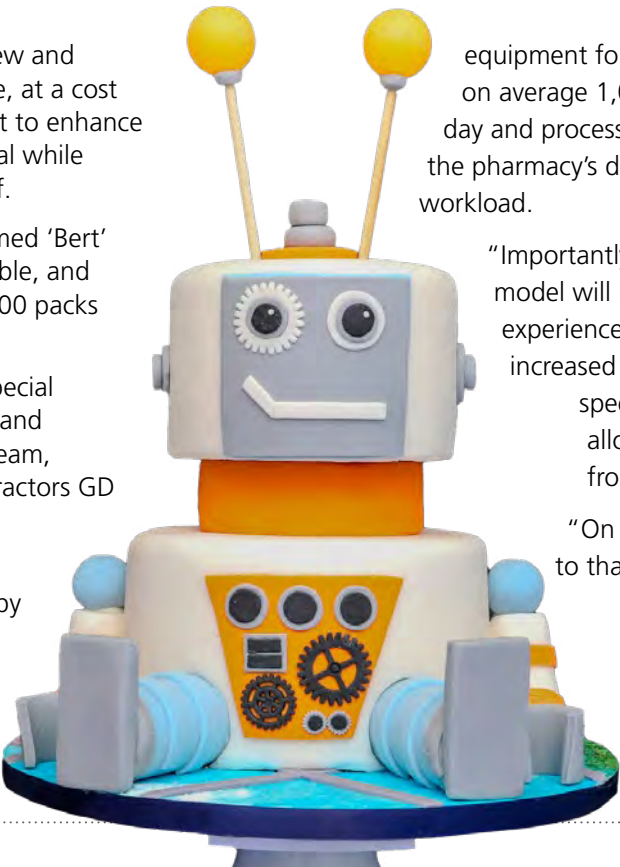
A special robot-themed cake (pictured right) and other goodies were enjoyed by all.

Karen Neeves, Pharmacy Operations Manager, who oversaw the project, said: "The robot is a vital piece of

equipment for our hospital – it dispenses on average 1,000 packs of medication a day and processes almost 90 per cent of the pharmacy's distribution and dispensary workload.

"Importantly, we hope that the new model will lead to a better overall experience for patients, as the machine's increased capacity and dispensation speed will play a key role in allowing people to be discharged from hospital sooner."

"On behalf of the Trust, I want to thank all our external partners including GD Smy and BD Rowa, as well our fantastic colleagues across the hospital who have worked so hard on this upgrade."



WATCH: A short video featuring interviews with Bob, Dr Vinjamuri and Matt.

SCAN TO WATCH

How technology is freeing up nurses' time to care for patients

By Hayley Pierre

Patients are being moved into beds faster, and thousands of hours have been freed up for nurses to care for them, thanks to our new bed management system.

The state-of the art digital technology provides real-time visibility of the beds available across the hospital. As a result staff operating the system from our newly created Care Coordination Centre, can see at a glance when a patient is waiting to be admitted, if beds are occupied, when beds need cleaning and are ready to be allocated, or have already been

allocated, as well as when patients are due to be sent home.

Messages can also be sent automatically to handheld devices telling the nearest porter where they are needed and to the newly created Bed Turnaround Team telling them when a bed is empty so they can clean it ready for the next patient – a job previously done by nursing staff.

Digital wristbands and droboxes on wards also play a key role in the system.

Charlotte Flannery, Matron for Surgical Services, said: "Each patient now wears an electronic wristband when they are admitted to hospital which they wear alongside their patient ID wristband. This simply allows the centre and the wards to see the bed the patient is occupying and their care pathway.

"When the patient goes home, clinical staff place the digital wristband in a drop box which then automatically updates the system that they have been discharged and notifies the centre

Since going live in October 2023, this new way of working has:

- Released 1,500 hours a month back to clinical staff so they can care for patients.
- Reduced bed turnaround times (from a patient leaving a bed to the next patient being admitted in to bed) from over 4 hours to 2 hrs 20 min.
- Saved 161 days of 'wasted' bed time - where a clean empty bed didn't have a patient in it.

that the bed is now ready to be cleaned ahead of the next patient being admitted on to the ward."

Christine Hayfield, pictured right, who wore the wristband during her recent stay at the hospital, said: "I think it's a good idea. If the beds are available they need to be filled."

Chief Operating Officer Nick Sinclair said: "It's all about working smarter. As well as helping us to understand where bottlenecks existed, and managing our beds in a more efficient way, our staff now have access to the right information at the point when they need it, without logging into several different systems, or requiring multiple callouts to identify capacity and availability. In turn this is helping to improve staff experience and morale and support a better working environment."

Find out more about the digital wristband and what it means for you on our website - www.medway.nhs.uk



- Pictured above: Porter Donna checks an alert on her handheld device
- Pictured left: Matron Charlotte Flannery holds up a digital wristband

I think it's a good idea. If the beds are available they need to be filled.

New Care Hub piloted

Our care coordination centre has been used to pilot a new 'Care Hub' which involves clinicians working with colleagues from South East Coast Ambulance Service (SECamb), and other community partners, to decide the most appropriate care pathway for the patient while the ambulance crew is on scene to help minimise handover delays and waiting times.

During the pilot which ran in the spring, we saw some promising early signs, with approximately 10 fewer ambulances arriving at our Emergency Department (ED) each day. This helped patients get the care they need in the most appropriate place.

Please keep an eye out for further updates on this exciting project.



- The state-of the art digital technology, operated by staff in the newly created Medway Care Coordination Centre, provides real-time visibility of the beds available across Medway Maritime Hospital

Your generosity makes a huge difference to our patients

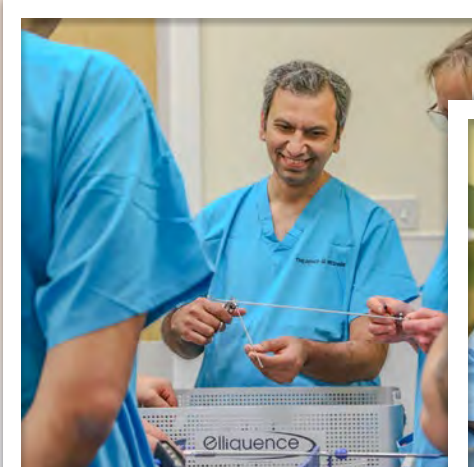
There are so many ways to support The Medway Hospital Charity and thanks to legacies, lottery players, event participants and generous donors, we can continue to fund equipment and wellbeing initiatives that fall outside of the NHS budget.

The late Ralph Barrett wanted to make a lasting impact after his death and left almost £1 million to the orthopaedic department. Our latest purchase has funded £166,205 of equipment for a new Same Day Endoscopic Spinal Surgery Service.

Consultant Mr Imran Rafiq said: "Endoscopic spinal surgery is cutting edge technology, which we are exceptionally fortunate to have access to, thanks to the Ralph Barrett legacy. This technology is set to revolutionise patient care by minimising recovery time, same day hospital discharge and maximising efficient use of resources."

Thank you to everyone who has signed up to play make a smile lottery, in support of the Medway Hospital Charity. In the last financial, you helped us raise almost £14,000 in income.

We put this money to good use and bought a Versapoint for main theatres. This machine makes surgery safer for patients needing gynaecological procedures, such as hysterectomies, by helping to reduce blood loss.



MR RAFIQ TESTS SOME OF THE NEW ENDOSCOPIC SPINAL SURGERY EQUIPMENT



GRATEFUL THEATRE STAFF STAND WITH THE NEW VERSAPOINT MACHINE

Sharon Kaur, General Manager for Perioperative and Critical Care, said: "I would like to thank the 2,000+ players who regularly support The Medway Hospital Charity by playing make a smile lottery. Your support means the world to us and your generosity has helped us buy equipment to enhance patient safety in theatres."

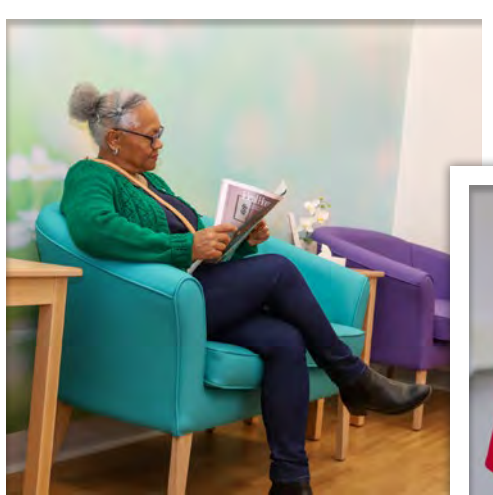


Due to the kindness of donors, we were able to spend almost £4,000 on new sofas and coffee tables for our cancer outpatient unit.

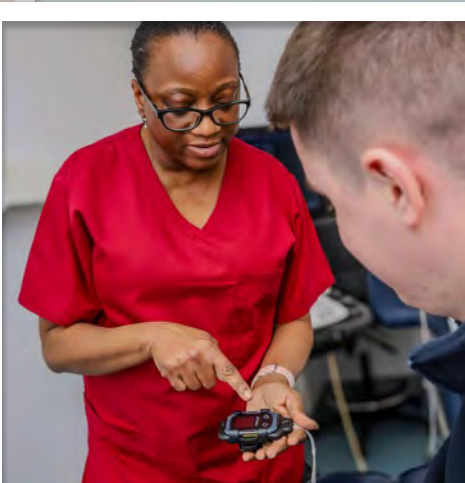
Vicky Kidner, Matron for Cancer, said: "Thank you to everyone who has made a donation to support our work. These sofas are comfortable, vibrant and really do enhance the waiting room in Galton Day Unit."

We're also incredibly grateful to everyone who took part in last summer's Snowdon at Night Challenge as, after expenses, the event raised almost £12,000.

We used this money to buy 10 ambulatory ECG monitors for Cardiology. These machines have reduced waiting times for both inpatients and outpatients.



VISITORS TO GALTON DAY UNIT CAN ENJOY THE COMFORTABLE NEW SOFAS



CARDIOLOGY PATIENTS ARE ALREADY BENEFITTING FROM THE NEW ECG MONITORS

Monitors are worn for a period of 24 hours to seven days to provide a continuous recording of the patient's heart rhythm and are used to aid in the diagnosis of rhythm abnormalities that could cause palpitations, blackouts and stroke.

Donna Law, Charity and Fundraising Manager, was one of 30 people who took part in the event. She said: "I would like to thank the Snowdon at Night team and everyone who takes on a challenge event. The money really does add up and we are so thankful that we are able to use your donations to put patients first and enhance their care at Medway Maritime Hospital.

"We couldn't do any of this without you, so thank you from the bottom of our hearts for helping us make such a huge difference."

“...WE ARE SO THANKFUL THAT WE ARE ABLE TO USE YOUR DONATIONS TO PUT PATIENTS FIRST AND ENHANCE THEIR CARE AT MEDWAY MARITIME HOSPITAL.”

HOW YOU CAN HELP

If you'd like to help us continue to make such a positive impact for our patients in Medway and Swale, there are many ways you can help:

- Leave us a gift in your will
- Sign up to make a smile lottery
- Join us at one of our fundraising events, or set up one of your own
- Take part in a charity challenge event
- Make a donation through our website or Just Giving
- Use our new tap to donate point in main reception.

For more information, please get in touch:

01634 825398

medwayft.charity@nhs.net

www.medwayhospitalcharity.org.uk



Nurses celebrate **40 years** of friendship and continuous service



• 40 years of friendship: Gill and Jackie in the hospital reflection garden

When two women started their training to become registered nurses, little did they know it would lead to them celebrating 40 years of continuous service at Medway Maritime Hospital together, as well as almost four decades of friendship.

Jackie Matthews, a Clinical Sister on the Oliver Fisher Neonatal Unit, and Gill Marshall, a Children's Continuing Care Nurse Co-ordinator for the Children's Outreach and Specialist Team (COaST), first met on, what was then, Lower B Ward back in 1985 when Jackie was in her second year of training and Gill was in her first.

After starting her training in January 1983 on the geriatric ward at All Saints Hospital in Chatham, Jackie got her first job on the neonatal unit in 1988, and that is where she has stayed ever since, moving with the service from All Saints to Medway Maritime Hospital 25 years ago.

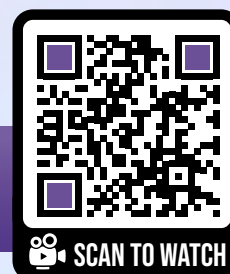
She said: "I feel very privileged to have looked after so many babies and their families during my career. I wouldn't have wanted to have spent my years working for the NHS anywhere else. I've met some lovely people along the way and made some amazing friends, including Gill."

Gill said: "Jackie and I were friends from day one and we were always in touch with one another or socialising together along with others from our course."

"Once I'd qualified as a children's nurse we worked alongside each other on the neonatal unit. I went on to do my intensive care of the newborn training course but in 1995 I decided to go back to paediatrics, working as a paediatric clinical sister until 2013 when I took on my current role with the COaST team."

"I feel old knowing I've done 40 years' service but I've enjoyed every minute of it, just like I've enjoyed mine and Jackie's friendship."

Both Jackie and Gill were recently presented with Long Service Awards during a special ceremony for staff who have completed 20, 30 or 40 years' continuous service with the hospital.



WATCH: Gill and Jackie talk about how they met and their careers
<https://youtu.be/z4NYtrr7Fk8>



Some of our #BestofPeople

- Top left: Hospital Hero Award winner Emily Brown with Chief Executive Jayne Black
- Far left: Same Day Emergency Care (SDEC), winners of the Team of the Year Award
- Left: Funke Joseph-Obe, winner of the Employee of the Year Award

Celebrating our Medway Stars!

The brilliant work of colleagues across the hospital was celebrated at our Medway Star Awards on Thursday 13 June.

The awards recognise and reward those who have gone the extra mile or shown great passion and commitment to making our services the best they can be for our patients and each other.

The gala event held at Mid Kent College saw 11 awards presented. In eight of the categories people nominated their colleagues, with 129 nominations received. The ninth category, Hospital Hero, sponsored by the Kent Messenger, received many fantastic nominations from members of the public.

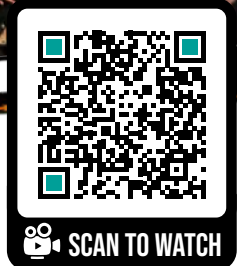
Our Team of the Year and Employee of the Year were picked by the judging panel from the monthly award winners.

There was also special recognition for volunteer Bob Smyth who was back helping patients and volunteers just three weeks after suffering a cardiac arrest. Read Bob's story on page 8.

Jayne Black, Chief Executive of Medway NHS Foundation Trust said: "Well done and congratulations to all our 2024 Medway Star Awards nominees and winners. It is really great to recognise the work they are doing which benefits patients, visitors and staff."



Search 'Medway Stars' on our website www.medway.nhs.uk for more details and scan the QR code to watch short interviews with all our finalists.



New Chair appointed

We're pleased to announce that John Goulston, an experienced chair and former chief executive in healthcare, became chair of the Trust on 1 June 2024.

John, who has led a range of NHS organisations in London and is also well-known in the Kent and Medway NHS system, is due to complete his term as Chair of Kent Community Health NHS Foundation Trust in 2025. He is a former Interim Chair of Kent and Medway Integrated Care System, as well as having other roles on partnership bodies.

He said: "I am looking forward to joining the Trust and working with Board members and the hospital's amazing staff to ensure the very best of care for patients in the communities of Medway and Swale."

Our Council of Governors appointed John following a recruitment process.

Lead Governor David Brake said: "John's experience in non-executive and executive roles within the NHS will be



invaluable in supporting the improvements underway at the Trust. He joins us at a point in our journey where we need to embed the changes we have made, and drive further improvements for our patients, and I believe he has just the experience and skills we need."

Chief Executive Jayne Black said: "I am delighted to welcome John into the Trust and look forward to working with him on our Patient First transformation programme which is improving the care we provide."



Some of our Community Midwives proudly display the home diabetes test kit being offered

New home diabetes test available for at risk pregnant women

We are now offering a new test which women can carry out in the comfort of their home to screen for gestational diabetes during pregnancy.

The new remote oral glucose tolerance testing kit, known as GTT@home, is offered to those who have been identified by their midwife as being at higher risk of developing the disease. By home testing, women can test at their convenience and still get rapid results, while also freeing up clinic time and resources.

Undertaken between weeks 24 and 28, or earlier if the mother has received a positive diagnosis in a

prior pregnancy, the kit to complete the test is posted to the woman's home. It works by pricking a finger and then adding a small sample of blood onto a test strip contained within a small electronic device. Next, a glucose drink is consumed followed by a rest period of two hours before taking another finger prick test. Test data is then uploaded for processing using a smartphone app, with results transferred instantly to our midwifery team for review.

As with the traditional test, women are required to fast the night before and during the test.

Undiagnosed or untreated, gestational diabetes can lead to complications during pregnancy including premature birth, preeclampsia (which causes high blood pressure) and increased growth of the baby.

Professor Ranjit Akolekar, Consultant in Fetal Medicine and Medical Director of Women's Care, said: "Risks are reduced if the condition is detected early and well managed so it's really important that we make testing as easy as possible for all at-risk women.

"Traditional testing requires the expectant mother to travel to a scheduled hospital appointment and have two separate blood tests two hours apart.

"GTT@home allows pregnant women to carry out the test at home, at a time that is convenient to them, meaning the test can be carried out without delay, treatment can be started earlier and managed if gestational diabetes is detected to help keep both mum and baby safe, and precious NHS time and resources are freed up saving both time and money."

Maternity and neonatal services mark special anniversary

This summer marks the 25th anniversary (7 July 1999) of maternity services and the neonatal unit transferring from All Saints Hospital in Chatham to Medway Maritime Hospital.

As part of the celebrations, an appeal was launched for the public, as well as current and former staff, to get in touch and share their photos and stories, while a special public exhibition was due to be hosted at Medway Maritime Hospital in the Atrium, Level 2 Green Zone, from 10am to 4pm on Monday 8 July.

In addition, commemorative teddy bears will be presented to families who have a baby on Sunday 7 July, to mark the anniversary.



Photo courtesy of the Kent Messenger Group.

Cancer faster diagnosis service celebrates first anniversary

Our Cancer Faster Diagnosis Service was launched in March 2023 to help us meet three national standards which form part of the NHS Long Term Plan to speed up cancer diagnosis and improve patient experience.

Thanks to the service, patients are triaged by a specialist nurse within 24-hours of the team receiving a referral. Within 48-hours, patients who meet the criteria have a nurse-led telephone appointment, or a face-face appointment with a consultant, during which they have a comprehensive consultation and diagnostic tests are arranged to be undertaken within seven to 14 days.

Test results are available and reviewed by a consultant within four to five days. If a patient doesn't have cancer the consultant will write to the patient within seven days of reviewing the test results. If the patient has cancer

they are contacted by phone by a Macmillan Cancer Clinical Nurse Specialist and asked to attend a face-to-face appointment with a consultant within two days of the test results being reviewed. During the appointment the consultant will talk to the patient about their diagnosis and treatment plan.

Annaselvi Nadar, Matron for the service, said: "We know that catching cancer early saves lives and this new approach provides more reassurance to patients at the very beginning of their journey as they receive their results early and, if necessary, start their cancer treatment earlier."



THE STANDARDS REQUIRE THAT:

- **75 per cent of patients** with suspected cancer who are referred for urgent cancer checks from a GP, screening programme or other route should be diagnosed or have cancer ruled out within 28-days
- **96 per cent of patients** who have a cancer diagnosis, and who have had a decision made on their first or subsequent treatment, to start that treatment within 31-days.
- **85 per cent of patients** referred for suspected cancer who receive a cancer diagnosis to start treatment within 62-days of their referral

THE BENEFITS FOR PATIENTS:

- **Reduced time** between referral and either a cancer or 'all clear' diagnosis
- **Starting treatment quickly** once a cancer diagnosis has been made
- **Quicker access to support** across community, primary and secondary care.

Breast care unit's new mural creates calming environment for patients

Handpainted butterflies and flowers now adorn the walls of one of the mammography rooms at Medway Maritime Hospital.

Local mural artist and teacher Meg Murrin carried out the work which aims to provide a focal point for patients to help distract them, ease anxiety and keep them still while they are undergoing invasive breast biopsies.

The work, which was commissioned following feedback through a patient



audit, was paid for thanks to funding from the former East Kent Unit for Breast Screening (EKUBS) Pink Room Charity.

Rachel Merrett, Superintendent Mammographer and Operational Lead for the Breast Care Unit, said: "Being referred to the unit for possible breast cancer and undergoing the necessary tests and biopsies can be an extremely difficult and worrying time and we are always looking for ways to help put our patients at ease.

"We chose a nature based theme as patient feedback suggested this would be the most calming and what they would like to see. It also continues on from the other painted murals in the unit so it was fitting.

"Since the artwork was installed, patients have told us that they find the room to be calming and helpful with their anxiety levels while having biopsies done so we know it is welcomed and doing the job we hoped it would do."

Meet Jarvis, our new therapy dog

Three-and-a-half-year-old Welsh Terrier Jarvis is our latest recruit as a hospital therapy dog, and is helping to bring comfort and happiness to patients, visitors and staff on his regular visits to the hospital's wards.

His owner Graham Hill from Gillingham, (pictured right with Jarvis) said: "We're loving it so far. It seems Jarvis never tires of being told he's handsome and having a fuss made of on our visits to the hospital.

"Living locally, we aim to come in at least twice a week, sometimes for a random walkabout, other times because there has been a specific request.

"I'm really touched by the impact Jarvis and the other therapy dogs have on the patients and staff we've encountered. It's a pleasure to spread a little of the joy, I and my family get from Jarvis, with my wider local community."

Patients can request a visit by speaking to staff who are caring for them.



Do you have the paw-fect pet? Are you interested in volunteering as part of the team?



SCAN ME

Scan the QR code to find out more or search 'volunteering' on our website www.medway.nhs.uk



Making wards safer for vulnerable patients



By following the Patient First programme, we are improving care for patients with dementia, delirium or a mental health diagnosis.

Our Enhanced Care Team has been working with the Integrated Care System (ICS) since February 2024 to introduce Therapeutic Practitioner Care Support Workers (CSWs) to patients who need the highest level of intervention because of their risk of harm.

The team has put in place a programme of activities and one-to-

one care and interaction, appropriate to the patients' needs, for an average of 100 patients a week.

In wards where the pilot project has been rolled out, Milton, Byron and Tennyson, patient experience has significantly improved and feedback has been very positive. Also, there has been a slight reduction in falls among this patient group, but the number of falls at night has more than halved, from an average of nine a month in November 2023 to four in April 2024.

Iain Tredway-Murray, Clinical Nurse Lead, Enhanced Care, said: "We have had some very good feedback and we can see the impact this change is

having on patient experience, which is wonderful. An added bonus is that fewer patients are falling at night, which we believe is due to daytime stimulation activity helping improve their sleep."

Feedback has included:

'So pleased this team is available to support mum.'

'The team really brighten my day'

'They keep me socially active and mentally alert during this difficult and stressful time'

The Enhanced Care Team can be contacted on 01634 838929.

- **Putting patients first:** Sue and Kim, Therapeutic Practitioner Care Support Workers pictured above engaging with a patient

Shining a light on improvement each week

This project was the focus of a recent weekly open session on improvement.

As part of our Patient First programme, all are welcome to Patient First: In the



Spotlight, where a team or individual member of staff shares a recent success with colleagues, visitors and patients in an open and informal way. This happens every Thursday at 8.15am, in the public area of the hospital outside the First Rate Café and Shop and lasts around 15 minutes. All are welcome to listen and ask questions.

- **Some of the Enhanced Care Team after their presentation, pictured with Chief Executive Jayne Black**

Improving patient experience

Our Patient Advice and Liaison Service (PALS) Team has opened a hub in main reception, opposite the League of Friends' First Rate Café and Shop.

Open Monday to Friday from 10am to 4pm (closed Bank Holidays), it is a place where patients and visitors can speak to the team face-to-face about any problems or concerns they may have about our services, if they have been unable to resolve them after speaking to staff.

This is just one of the many ways we are working to improve the patient experience by ensuring people feel listened to, and any necessary actions are taken at the



- **Here to help:** Members of PALS stand outside the new hub

earliest opportunity, so they don't take their troubles home with them.

Outside the hub's opening hours people can still contact the team Monday to Friday, from 9am to 5pm, by calling **01634 825004** or emailing **medwayft.pals@nhs.net**.

Your say Tell us about your experience!

Patient feedback is really important to us. Listening to the views of patients, and their friends and family, allows us to understand what is working well, and what we need to do to improve our services to ensure we deliver the very best of care to patients at all times. It also allows us to improve the hospital environment for everyone.

Our Friends and Family Test provides all patients, as well as their carers and loved ones, the opportunity to leave feedback on their care and treatment. The questions are short and simple and the survey takes no more than a few minutes to complete.

For details on completing the Friends and Family Test, search 'have your say' on our website www.medway.nhs.uk

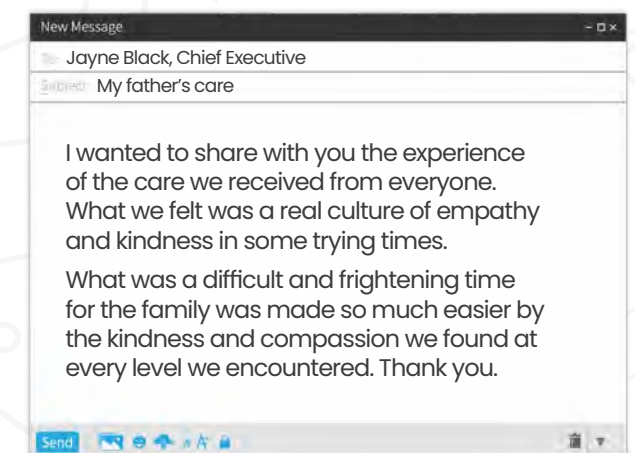
Thank you @Medway_NHS_FT, especially the Urology department for being so kind and helpful. You all made me feel so relaxed.



It was my family that nominated Michelle for the care of my lovely Aunt, in her last few days. When we saw the Medway Hospital Hero Awards we all voted for her, as it only felt right that we made sure she was recognised.

It's so nice to see she is getting that recognition she deserves! Lovely lady, amazing nurse, I hope she wins.

A very big thank you to the two lovely midwives, Kirsten and Nikki for looking after my daughter and the safe arrival of my new grandson.



f Medway NHS Foundation Trust

x Medway_NHS_FT

o MedwayNHS

Behind the scenes of our Clinical Strategy launch

In May, patients, stakeholders and Trust members were invited to the launch event for the Trust's Clinical Strategy 2024 - 2027.

The event launched the strategy to the public, with more than 60 people attending and 30 visiting our Pharmacy department to see a new dispensing robot in action (read about this exciting innovation on page 9).

Visitors were also able to learn about advances in robotic surgery, presented by Faisal Ghuman, Consultant Urological Surgeon and Clinical Director for Surgical Services (pictured right). The Trust will be one of the first to offer gynaecological robotic surgery.



Alison Davis, Chief Medical Officer, said: "Our event was designed to bring our Clinical Strategy to life and to share our aspirations for the next three, five and 10 years. Feedback from Trust members earlier this year told us they would like the opportunity to visit departments not ordinarily open to the public, and the event was designed with this in mind."

Visitors were also able to visit stands from services which support our Clinical Strategy aims. These were Patient First (our improvement programme); Tobacco Dependency, Research and Innovation, Day Surgery, Interventional Radiology and our therapy dogs. We also welcomed partners from Medway Council's A Better Medway team.



Did you know you can become a member of the Trust?

We value our members' feedback and strive to listen to their suggestions. Recently, members shared that they would appreciate opportunities to go 'behind the scenes' at the hospital and participate in tours of areas they typically wouldn't see. Thanks to all departments involved, we were able to make this possible at our most recent event. We are exploring ways to offer more opportunities like this in the future.

Membership allows local communities to have ownership of their NHS foundation trust and contribute to its development. We currently have over 6,300 members, and as our membership grows, the bond between the hospital and the community will continue to strengthen.

If you aren't a member and would like to be please head to our website to find out more - www.medway.nhs.uk



It's back!

We are excited to announce the return of our Summer Fun Day! Join us on Friday 2 August, from 11am to 2pm at Medway Maritime Hospital.

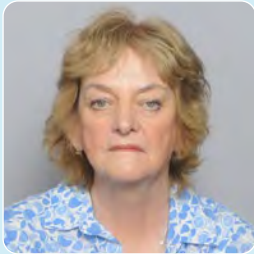


Bring your family and learn more about the amazing charities and volunteers that support our hospital. We will have a variety of fun activities for everyone to enjoy. Stay tuned for more details on our website and social media channels.

Elected Public Governors for Medway



Tina Rowe (Re-elected)



Carol O'Meara



Candice Penfold



Natasha Turner



Stephen Worth



Hari Aggarwal (Re-elected)



Anna Krzyzanowska



William Ruscoe

Elected Public Governors for Swale



Tess Fenn



Paul Riley



Jay Patel (Re-elected)



Christine Palmer

Elected Staff Governors



Donna Findlater



Yushreen Vadamotoo



Joy Onuoha



Matt Taiano



Karen Fegan (Re-elected)

Introducing our new Governors

We are pleased to introduce our new Governors who start their terms on 1 July 2024.

Public members in Medway and Swale, and staff members have chosen who they would like to represent their constituencies on our Council of Governors. Voting took place between Monday 8 April and Monday 29 April, with results being declared on Wednesday 1 May.

Eight new Public Governors were chosen to represent the population of Medway, and four were chosen for Swale. Staff members at the Trust also voted to elect five new Staff Governors.

New governors will join the Council of Governors and take up the seats of some of our current governors whose terms have come to an end. We would like to thank those governors for all of their contributions and wish them every success in their future endeavours.

If you live in England or Wales and are interested in voting in future public elections, or would consider standing as a candidate, think about becoming a member of our Trust.

Visit our website www.medway.nhs.uk to view the full list of Governors in your area.

How to get in touch

Email: medwayft.governors@nhs.net

SAVE THE DATE!

Our Annual Members' Meeting will be held on Wednesday 11 September from 6pm.



**LOOK OUT FOR OUR NEW
'TAP TO DONATE' STATION
IN THE HOSPITAL MAIN
ENTRANCE!**

**Thank you so much
for your support.**