

Winter 2019/20

NHS

Medway

NHS Foundation Trust

news @ Medway

Virtual reality eases stress of surgery



Best of care
Best of people

Inside:

- **Royal recognition** - The Princess Royal meets hardworking hospital staff
- **Looking back at 2019** - innovations and awards put Medway on national stage

Reflecting upon a memorable year at Medway

As we start the new year, it's an opportune moment to reflect on the previous 12 months; for me, this has even more significance as I celebrate my one-year anniversary as Chief Executive of the Trust.

You will see in this issue that it has been a busy year with our staff continuing to focus on improving care for our patients.

We've seen some important additions to our site with the arrival of our new Same Day Emergency Care centre – the first of its kind in the south east, and our Butterfly Garden, which was a fantastic community effort to improve the hospital experience for our dementia patients.

We've also launched some really important campaigns making a statement about the type of organisation we want to be. Our #NotJustANumber campaign is a reminder to all our staff to take a moment and reflect on the person behind the numbers, putting empathy at the heart of our care; this is something I feel especially passionate about, and I expect all staff to feel the same.

We don't do our jobs for recognition, but it's always nice to receive it. That's why another highlight of the year was our maternity team claiming the prestigious Royal College of Midwives Midwifery Service of the Year Award.

We also welcomed royalty to the Trust in December when Her Royal Highness The Princess Royal paid a special visit to Medway.

We have had many reasons to be proud this 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.

We are not quite yet the brilliant organisation our community deserves, but we are well on our way to becoming it. I hope you will follow us on this journey into 2020.

James Devine
Chief Executive

'DIAL M' for a healthier future

The Trust has launched new clinics to help patients with type 2 diabetes prepare for surgery and embark on a healthier lifestyle.

The 'DIAL-M' programme (Diabetes and Lifestyle Management Medway), led by Perioperative Medicine Lead Dr Tara Rampal and Diabetes Specialist Nurse Amanda Epps, gives patients an integrated diabetes management plan, combining care from the Trust's Pharmacy and Prehabilitation teams.

The condition is a major contributor to heart attack and stroke, and despite being largely preventable, there are currently 3.4 million people with the disease in England with 200,000 new diagnoses every year.

Patients with high blood sugar levels (HbA1C) will initially receive a personalised package of continuous care in an effort to best prepare them ahead of surgery, and improve their care experience and satisfaction.

Dr Tara Rampal said: "Managing type 2 diabetes is a daily challenge for so many people and a growing issue for the wider NHS. We know that the condition can be largely preventable, which is why we have created this new service to provide our patients with specialist guidance on managing their condition and empowerment to make healthier lifestyle changes."



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Trust on the national stage

The Trust was awarded the 'Patient Flow Programme of the Year' award at a ceremony showcasing excellence in healthcare. The announcement came at the annual Executive Patient Flow Summit where more than 200 NHS managers discussed new strategies and solutions that can be put in place to avoid unnecessary hospital delays.

Executive Director of Transformation, Jack Tabner, said: "To be in the same category as other leading hospital trusts is an honour owed entirely to our hardworking and committed staff."

Elsewhere, Emergency Department Consultant Nurse Cliff Evans and the Emergency Department Team were finalists at the Nursing Times awards in October.



● Harvey McEnroe (second from left), Chief Operating Officer and Jack Tabner (right), Executive Director of Transformation receive the Patient Flow Programme of the Year award

Join the Retirement Fellowship

Are you retired and did you work at any time in any capacity in the NHS or social care? If the answer is yes, why not come along as a guest to the NHS Retirement Fellowship as a taster to see if you'd like to join in. You'll be made very welcome! For more details phone Pam Bradley on **01634 855397** or **07976 365998**.

Christmas Fair raises funds for Hospital Charity



The Trust's annual Christmas Fair was enjoyed by hundreds of staff, patients and visitors and helped to raise more than £1,500 for the Medway Hospital Charity. Town Crier Mike Billingham opened the event, while Hospital Radio Medway provided the festive soundtrack and Chatham Grammar Choir performed Christmas Carols. Donna Law, Medway Hospital Charity Fundraising Manager, said: "We would like to say a massive thank you to everyone who supported our Christmas Fair. The money raised will support the work of charity, which funds projects that fall outside of the NHS budget."

Big Medway welcome as royal visitor meets hospital staff

Staff in the emergency department and maternity unit at Medway NHS Foundation Trust were delighted to welcome Her Royal Highness The Princess Royal, Patron of The Royal College of Midwives and The Royal College of Emergency Medicine.

by Jodie Moore

The Princess Royal met staff in the Trust's busy emergency department and award-winning Maternity Unit during Her Royal Highness' visit on 11 December.

James Devine, Chief Executive of Medway NHS Foundation Trust, said: "We were delighted and proud to welcome The Princess Royal to our hospital. It has been a fantastic 12 months for the Trust. Phase one of the development of our new £11.5million Emergency Department development was completed last year. Phase two is due to be completed shortly, and phase three will begin in April 2020.



"In March this year, our midwives won the coveted Midwifery Services of the Year at the Royal College of Midwives Awards. We have a lot to be proud of!"

Following tours of both the Emergency Department and the Maternity Unit, The Princess Royal attended a reception where she met many of the Trust's hard-working staff, and unveiled two plaques to commemorate her visit. Freya Webb, the nine-year-old granddaughter of one of our midwives then presented Her Royal Highness with a posy.



Trust asks visitors and staff to **stop, gel and go!**

We are delighted to have launched the Stop! Gel! Go! campaign to promote better hand hygiene among staff, patients and visitors to Medway Maritime Hospital.

Illnesses such as the common cold, flu and norovirus (sickness and diarrhoea) are spread by touching surfaces as we go about our daily business, and then touching our mouths or food that we eat.

As part of the awareness-raising campaign, members of staff, posters and visual displays in the hospital draw attention to hand gel containers at key points in the hospital, urging staff,

patients and visitors to clean their hands on entering and leaving the building.

James Devine, Chief Executive of Medway NHS Foundation Trust, said: "The safety of our patients is of the utmost importance to us and that is why we are asking our patients, visitors and staff to Stop! Gel! Go!. We want all members of the community to feel confident that we are doing everything possible to reduce the risk of infection. We also encourage visitors to challenge staff and ask them if they have washed their hands before providing care."

*Stay safe
- keep your
hands clean*

Clean your hands, with both soap and water or with hand gel, every time you:

- Have visibly dirty hands – use soap and water
- Plan to eat and before and after preparing food
- Use the toilet
- Blow your nose or when coughing into your hands
- Touch pets or other animals
- Visit a sick friend or relative.

Make sure that when you clean your hands, you do it thoroughly. As well as your palms and fingers, make sure that you also wash the backs of your hands and in-between your fingers and wrists.

Hand gel is available throughout the hospital, including in the main entrance and inside every ward and department. If you notice that the hand gel is empty, please inform a member of staff.



Little Journey helps prepare children for their big journey to surgery

by Jodie Moore

Having an operation isn't pleasant for anyone, but for children the experience can be particularly traumatic. Thanks to a new virtual reality (VR) app which is currently being trialled at Medway, children can now feel better prepared for – and less anxious about – having surgery.

Dr Sam Black, Consultant Paediatric and Perioperative Anaesthetist said; "Anxiety and distress in children before an operation is common, affecting between 50 and 75 per cent of children on the day of their operation. Not only that, children can suffer from short-term distress and confusion on waking up, as well as longer-term problems such as separation anxiety, nightmares and bedwetting which can still occur at two weeks after discharge, with 20 per cent still experiencing these problems six months later.

"We wanted to do something to reduce children's anxiety levels around having an operation, so we are taking part in the Little Journey trial."

Little Journey is an interactive, virtual reality mobile app designed to prepare children aged three to 12 years for day-case surgery. It works by enabling children to 'virtually visit' the very rooms that they will see on the day of their operation – all from the comfort of their own home. It helps reduce anxiety levels by familiarising them with the environment, rooms, equipment and even the staff that they will see on the day of their operation. Children are given a cardboard headset and an access code to download the app to a phone.

"On the day of his operation, he had no worries or anxieties at all. I am sure being able to see what to expect beforehand really helped him."

Six-year-old Harry from Chatham recently had his tonsils and adenoids removed at Medway, and used the Little Journey app to prepare him for his operation.

Harry's mum Vicky said: "We used the app with the headset for a few weeks before Harry's operation. He was able to tour the rooms that he would be going into on the day, see all the equipment that would be used and hear explanations about what each thing does.

"He wasn't happy about having to have the operation, but once he started using the VR he actually got quite excited about it.

"On the day of his operation, he had no worries or anxieties at all. I am sure being able to see what to expect beforehand really helped him."

"Little Journey is fantastic collaboration between the surgery team, the paediatric team, play specialists on Dolphin Ward and our Research and Innovation department," said Dr Black. "It's a great example of many teams working together."

Children taking part in the trial have their anxiety levels assessed and recorded at various points along their surgical journey to analyse the impact of using the app. The aim is that all children undergoing surgery at Medway will be able to use Little Journey to help prepare them for their operation.



● Dr Sam Black, Consultant Paediatric and Perioperative Anaesthetist



What happens when you need urgent care?

Traditionally if you needed urgent care you’d wait your turn in the A&E waiting room – there was no other choice. Now at Medway we have a range of options to make sure our patients are seen in the right place, as quickly as possible.

by Claire Baigent

The hospital always aims to get it right first time for every patient and we know this can make the difference between a good and a bad experience.

Our Emergency Floor is made up of the Urgent Treatment Centre (UTC), Emergency Department (ED), See and Treat (Minor Injury) unit, Same Day Emergency Care (SDEC) centre and the walk-in services provided by our Primary Care Service (MedOCC). Each of these fulfills an important function and it’s not as confusing as it sounds!

The UTC alone can see up to 500 patients every day, including 100 patients arriving by ambulance, so it is essential that non-urgent patients are seen by the appropriate service.

We encourage patients to make an appointment with their GP, visit a local pharmacy or, if you have an urgent medical problem and you’re not sure what to do, call NHS 111.

Director of Operations, Kevin Cairney explains: “Everyone who arrives at the Urgent Treatment Centre ‘front door’ will be assessed and streamed or directed to the place best suited to treat them. Many of our patients require primary care services and these people will be sent to MedOCC.

“Those who have conditions that will require the input of the medical or surgical teams, but are not life-threatening, are likely to be directed to the Same Day Emergency Care (SDEC) centre. Patients with broken bones

and wounds will be directed to the See and Treat Unit.”

The Trust has recently made improvements to the reception area of the UTC to provide enhanced privacy and dignity for patients and improve the booking in process and ambulance handovers by recruiting an additional receptionist.

The work taking place throughout the UTC will help to ensure every patient gets the right care, in the right place and members of our community can help by ensuring they choose the most appropriate service for their care so that only the most critically ill patients are in the ED.

Life-saving skills on show in first ‘CPR’athon’

The Trust staged a ‘CPR’athon’ to help raise awareness and highlight the importance of life-saving Cardiopulmonary Resuscitation (CPR) training for ‘World Restart a Heart Day’.

by Will Chambers

The inaugural event was held at Medway Maritime Hospital and included staff from different departments competing in teams over 10-minute rounds of continuous chest compressions using the latest hi-tech manikins.

The teams were assessed by the technology built into the manikins, which measured the depth, rate and recoil of their CPR against the current Resuscitation Council (UK) guidelines, giving a final percentage of overall effectiveness.

The final of the competition saw staff from the Trust’s Acute Response Team crowned the overall winners with a score of 98.64 per cent.

“We want to encourage everybody to learn how to carry out this basic life-saving technique.”

Tamara Stephens, Senior Resuscitation Officer, said: “We were delighted to showcase this important, life-saving training which is run for our staff and the local community in Medway and Swale.

“It was great to see the involvement of so many of our colleagues, from both clinical and non-clinical areas. It certainly helped boost morale and encouraged some healthy competition!”

Resuscitation Officer Jamie Morrison added: “Across the UK, there are more than 30,000 cardiac arrests outside of hospital every year, with fewer than one in 10 people surviving. This training is vital – we know that when we deliver good-quality CPR the outcomes for patients is much better.

“It might seem like a daunting thing to do but it’s not complicated, and the reality is you can literally save someone’s life with good CPR. We want to encourage everybody to learn how to carry out this basic life-saving technique.”

The event was also open to the local public, and included dedicated training sessions for non-clinical staff and students from Mid Kent College.



● Pictured above: Winning staff from the Acute Response Team with Chief Executive James Devine

Food glorious food!

Every year the NHS serves around 140 million meals to patients but hospital food has long had a poor reputation.

by Claire Baigent

Here at Medway, the catering team has been working hard to change this negative perception and improve the quality and choice of meals for both patients and visitors.

Head of Retail, Simon Clark, said: "It is true that in the past some patient meals have not been appealing or adequate which has left patients disappointed. We were keen to improve the menus, increase availability and offer more specialist meals, and I'm pleased to say we have made great progress with these aims."

The team has introduced a number of different menus and items, namely gluten free and vegan which have been well received on wards, as well as in the hospital restaurant. Work is also ongoing to make improvements for diabetic diners, particularly in relation to increasing the range of snacks available, and adding additional low carb options to the menu in the restaurant.

The variety of meals and menu choices has been developed, with offerings such as:

- Lancashire hotpot
- Roast turkey
- Vegetable lasagne
- Sweet and sour pork
- Chicken and mushroom pie
- Thai green curry
- Vegetable samosas
- Tuna, tomato and olive pasta bake.

Currently, patients receive a light breakfast of toast and cereal and two hot meals a day. There is also a selection of sandwiches available, as well as jacket potatoes, snacks and desserts. A trial is underway which sees patients receive breakfast, a hot meal at lunchtime and a lighter supper in the evening of soup and a sandwich.

There has been a move towards 'same day' ordering to help ensure

that patients get their meal of choice and are not restricted by a previous patient's tastes or late arrival on a ward.

Tasting sessions have been held to allow staff to try and feedback on patient meals. The response to these was very positive and any constructive criticism will help to make further improvements.

Simon added: "Our priorities are to serve food that it is safe, nutritious and enjoyable. We like to think that patients and visitors are guests in our house and therefore we want to serve them a meal as though they were in our own home. We have done lots of work to ensure that the food is of a good quality and we are also providing training for staff to make sure that food is prepared, cooked and served at its best."

Food facts

Each year the Trust purchases for patients:

- **165,100** sandwiches
- **103,621** litres of milk
- **22,300** loaves of bread
- **91,000** jacket potatoes

From August to October, the restaurant sold:

- **12,359** main course portions
- **11,150** portions of chips
- **15,931** hot drinks



Highlights of a busy year

It has been an amazing year here at Medway with new innovations and award-winning improvements, as well as good quality care day in, day out. Here are just a few of the highlights from 2019.



Midwives crowned best in the country



Not just a number

In **May** we launched an awareness campaign called #NotJustANumber. The aim is to remind all staff to take a moment and reflect on the person behind the numbers. It's about putting empathy at the heart of our care, and making Medway brilliant for our patients.

The Same Day Emergency Care Centre opens

In **July** 2019, Medway became the first hospital in the south east to open a Same Day Emergency Care (SDEC) centre. SDEC provides same day care for emergency patients who would otherwise be admitted to hospital. Patients presenting at hospital with relevant conditions can be rapidly assessed, diagnosed and treated without the need to be admitted to a ward, and if possible, will go home the same day.



02

Grow My Brain

An exciting new campaign aimed at new and expectant parents was launched across Medway in **February** to raise awareness of the importance of bonding with babies in the womb, and the first days and years of a child's life.

03



The Trust's midwives claimed the prestigious Royal College of Midwives Midwifery Service of the Year Award in **March 2019**. The team was praised for showing significant improvements and innovation in the provision of maternity care.

05

Improving the environment for our patients

We were proud to open our new Butterfly Garden in **May** and would like to thank our community and staff for helping to make it happen. Hospitals are a fast paced, busy environment and can feel like scary and daunting places. This level of anxiety is often heightened in patients with conditions such as dementia. The garden provides a calm and quiet space for patients, their families, friends and carers to relax away from the hectic environment of the clinical setting.

06

Rainbow badge

We were proud to be one of the first NHS trusts in the south east to sign up to the Rainbow Badge scheme in **June**, with eye-catching badges showing that we are a non-judgemental and inclusive place for people who identify as LGBT+.



07

08



We're here to help not be hurt

The Trust launched a zero tolerance campaign in **August** asking local people to respect the dedicated NHS staff who care for them. This was in response to a rise in the number of incidents of violence, abuse or harassment against staff.

An exciting year ahead

It's shaping up to be another busy year at the Trust in 2020 and here are some of the things we will be focussing on:

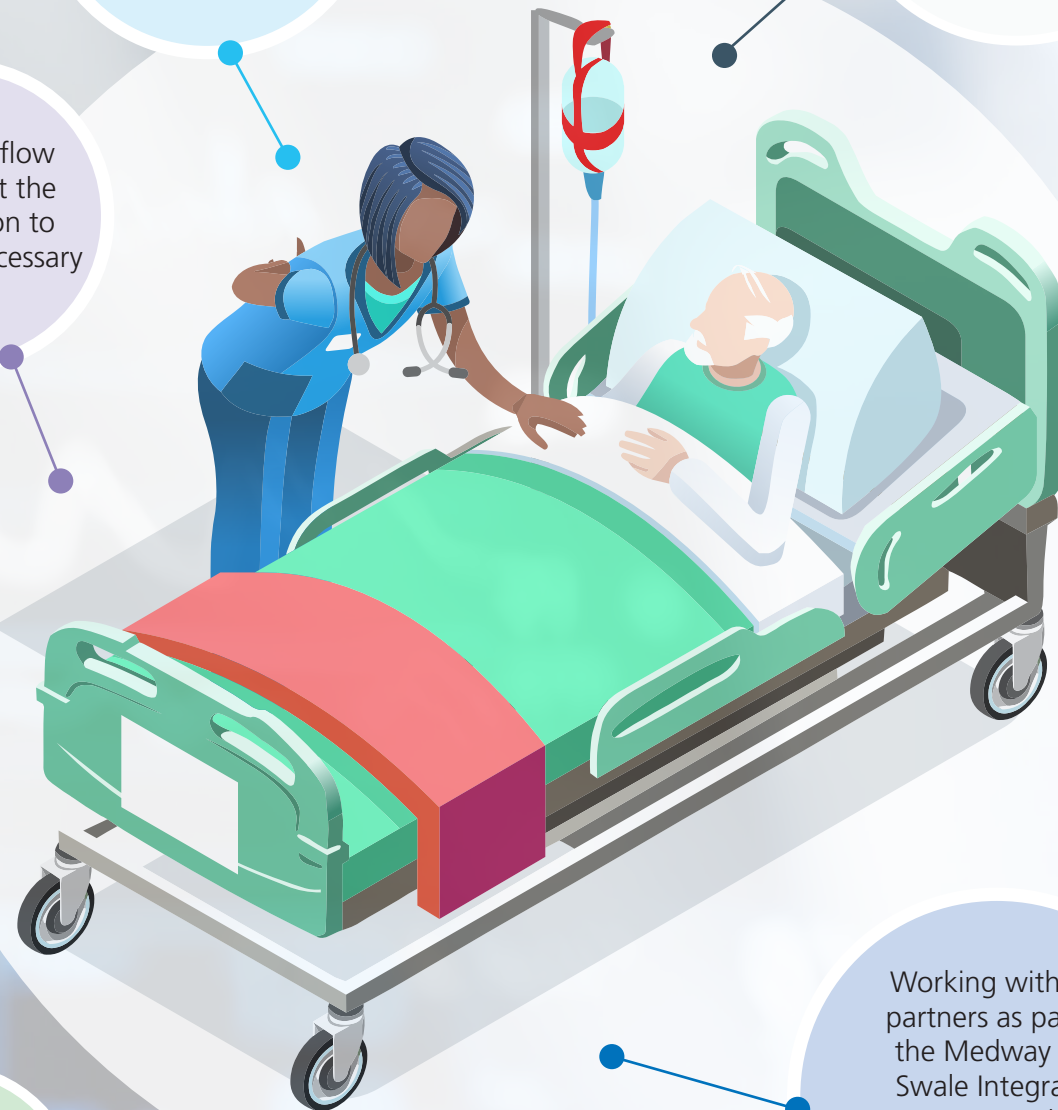
Reducing the number of people who need to be admitted or attend the hospital

Working with our partners to enhance patient experience by improving our performance against national targets

Improving flow throughout the organisation to reduce unnecessary delays

Making Medway an exciting and fulfilling place to work

Working with our partners as part of the Medway and Swale Integrated Care Partnership to ensure better links between health and social care



Scholarships will bring best practice from around the world

Congratulations to the winners of this year's Chief Executive's Scholarship for Brilliance.

by Donna Law

All entries were judged against the Trust's strategic objectives of high quality health care, integrated healthcare, innovation, financial stability and people.

The £10,000 scholarship, funded by The Medway Hospital Charity, was jointly awarded to the Smoking Cessation team and Dr Samantha Black at the Annual Members' Meeting in September.



Dr Nandita Divekar (right) with staff from the Medway Stop Smoking Service

The Smoking Cessation team

Dr Nandita Divekar, Dr Rahul Sarkar and pharmacist Sandra Sowah will visit the University of Ottawa in Canada to experience first-hand its evidence-based smoking cessation model.

The Ottawa Model for Smoking Cessation is a validated process shown to help healthcare providers assist smokers to quit.

Smoking rates in our area are higher than much of the country and the team plans to modify the model to meet local needs. It will also set up a training programme for staff so that Medway can truly become a smoke free hospital.

Dr Samantha Black

Dr Black will visit experts in Adelaide, Australia, to develop Hypnosis in Paediatric Preparation for Surgery (HIPPS) programme.

This aims to reduce fear in young patients by putting them at the heart of their hospital journey.

Procedures can induce anxiety and adverse childhood experience has been linked to obesity, heart disease and cancer with disrupted neuro development linked to risk-taking behaviours and social problems.

This new forward-thinking service will include a paediatric anxiety team, formalising coping strategies and distraction techniques to mitigate children's fears and improve post-surgery recovery.






Hospital Radio Medway

Listen now on your smartphone, tablet or laptop!

How to listen

1. Connect to 'NHS Wi-Fi' on your smartphone, tablet or laptop
2. In your web browser go to our website www.medway.nhs.uk
3. Search 'hospital radio' and click the Hospital Radio Medway link
4. Click the play button under 'stream online'.

You can also...

Go to www.hospitalradiomedway.co.uk or listen via one of the following radio apps: Tune In, My Tuner or Radio Garden (search for "Hospital Radio Medway")

Text your song requests to
07520 633310

Spotlight on...

the children's community learning disabilities service

Learn more about some of the 4,000 people who work at Medway Maritime Hospital, all focussed on providing the best of care to our patients.



The children's community learning disabilities service is a multi-disciplinary team of eight who provide specialist services in Swale for children with learning disabilities and associated healthcare needs who require additional support.

Specialist nurses are based in Meadowfield School, Sittingbourne, which provides an education service for around 300 pupils aged four to 19 years, pupils have learning disabilities and in many cases complex health needs. The team provides nursing interventions, training, advice and support.

The team is also based at Orchards Multi Agency Children's Hub and provides the Swale Special Needs Nursery service. The nursery offers care and support for children aged 18 months to five years who have learning disabilities and complex

health needs and also offers a specialist assessment and intervention service.

Specialist nurses carry out assessments to aid diagnosis. They also provide holistic care for the children to assist with behaviour, physical development, speech and language, cognitive, sensory integration difficulties and medical interventions.

The service works alongside a wider team of paediatricians, physiotherapists, occupational therapists, dieticians, speech therapists, the COaST service and education and social services.

Staff take the children on regular day trips and excursions, most recently to see Father Christmas at Hempstead Valley in Gillingham. This allows the children to have lots of fun and



enjoy new experiences in a safe and appropriate way.

Sharon Gray, Lead Nurse for the service (pictured top left), said: "Every child is an individual, with some children requiring more support than others. Our team is very passionate about the service that we provide and strives to ensure that each child has the best interventions to assist their developmental progress and ensure that their individual healthcare needs are met.

"We aim to provide care in a stimulating, non-clinical way and ensure that the children have a positive and enjoyable experience and their families are supported and reassured."

"Our philosophy is that we believe children develop best when happy, safe and appropriately stimulated. Our aim is to progress the development of the children in our care, support their healthcare needs and sign-post their parents and carers when needed."



● Members of the children's community learning disabilities service

Your Say

Your feedback from
www.nhs.uk

I was treated with dignity, kindness and professionalism at a time of pain and fear. Please keep up the good work. My wife and I would like to express our deepest thanks. **October 2019**

Very smooth care from start to finish. Caring and attentive and made me feel well looked after. Great job guys. **October 2019**

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

I was admitted to the care of Pearl Ward after being brought in via ambulance. I was informed about what was happening with my care at every opportunity and I really appreciated the down to earth and calming touch the staff brought to my care. Thank you again for everything. **November 2019**

All the staff in the ward were friendly, helpful and caring, whilst continuing to work tirelessly for all the other patients, many of whom had high dependency needs. **November 2019**

TOP TWEETS



April @AprilJane84



Very proud to have such an amazing #OccupationalTherapy team working @Medway_NHS_FT. Happy #OccupationalTherapyWeek You all do an amazing job and go above and beyond what's expected for your patients.



Adam @AdamRil83999674

@Medway_NHS_FT thank you for the amazing care you are providing for my brother in A&E, the staff are amazing!!!



@Medway_NHS_FT

Therapy dog Fred had a successful visit to @MedwayNHS_Lib this afternoon...he sniffed his way through our collection of books and was treated to lots of cuddles and strokes from library visitors!



Lee @rochester_kent

Another great experience at MMH today. Staff in X-ray from reception to clinicians were super friendly and I was out of the hospital before my scheduled appointment time. Thank you and well done. #MedwayMaritimeHospital #NHS



Gemma @gemmanauman

Our lovely Lister ward ladies @Medway_NHS_FT who've just had their early morning flu jab! #TeamMedway #FluFighter



Charity news



Your generosity makes a massive difference

It has been a rewarding year for The Medway Hospital Charity. Thanks to your fundraising efforts and generous donations, it has been able to support projects and equipment that fall outside of the NHS Budget.

by Donna Law

At the beginning of 2019, the Charity funded a £63,500 Faxitron Biovision Machine, helped by fundraisers from The Medway and (Swale) West Association for Breast Cancer. This machine has allowed our breast cancer surgeons to examine extracted tumours mid-surgery and to minimise our patients' need to have future operations.

The Cancer Unit received a £50,000 makeover with beautiful wall art now brightening up the wards. The Charity Committee also agreed to spend £25,000 to create a palliative care room and garden for patients and their families.

Lawrence Ward will soon benefit from wall-mounted observation units for its side rooms and scalp coolers have been purchased for cancer patients, undergoing chemotherapy, to minimise hair loss.

The opening of the Butterfly Garden, the hospital's new Dementia Therapy Garden, in May was a highlight of 2019.

Thousands of pounds were donated to the project in money, goods and volunteering hours. The garden is beautiful and the response from users has been extremely positive.

The fundraising team welcomed 175 people to its first charity Hospital Heroes Run at The Great Lines in June. Almost £3,000 was raised to contribute towards projects in the hospital.

In September, the Charity committed to spend £44,000 on improvements to our frailty unit to make these wards more dementia friendly.

Eighteen hearing loops, to support patients with hearing difficulties, have been purchased and dozens of smaller projects that mean so much to our teams have also been approved.

Thank you for your ongoing support and generosity. It really does make a difference to our patients, visitors and staff.



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



Grateful family says thank you

When Gary Bush died in our intensive care unit, his family wanted to raise money to say thank you to staff for the care and dignity shown to him during his final days.

They asked for donations at his funeral, raising an incredible £1,500

in his memory. This money will be used by the department to make a difference to patients' lives.

Gary's legacy also lives on through the gift of his organs, which have already saved the lives of a number of people.

Free lunch for all!

Thank you to the Rapid Relief team and its army of 75 volunteers who cooked and served 3,000 gourmet burger meals for staff in October.

The meal was free to all but donations were requested for The Medway Hospital Charity. We're delighted to announce a wonderful £1,465.50 was raised.



League of Friends' new shop



Did you know the Medway League of Friends has a new shop at West Kent Housing Association's Montgomery Court in Chor Close, Wainscott?

All the profit from this business, plus the shop in the main reception, funds projects at our hospital.

The charity donates hundreds of thousands of pounds each and every year to support the work of Medway NHS Foundation Trust and for that we are truly grateful.

Save the date!

Our first charity quiz night of 2020 is taking place on **Friday 13 March from 7pm** in the hospital restaurant.

Tickets are priced £6 per person, for teams of six to eight, and you can bring your own drinks and nibbles on the night.

To book your table, please email medwayft.charity@nhs.net or call the fundraising team on **01634 825398**.

November's quiz raised a wonderful £711 and was won by our finance team, It's Accrual World.



OUR HOSPITAL HEROES 5K RUN WILL BE RETURNING NEXT YEAR AND WE'D LOVE YOU TO JOIN US!

Date:
Sunday 17 May 2020

Venue: Great Lines
Heritage Park, Gillingham

Time: 10am start



At the heart of the community



Pharmacy and Medicines take centre stage

Our final member event of the year showcased the innovations and improvements made in the Trust's Pharmacy and Medicines department.

by Krishna Devi

Chief Pharmacist, Stephen Cook, and pharmacy colleagues provided members with the opportunity to learn more about the service, which is vital to the smooth running of the hospital. Through the interactive information stands, our members heard what our pharmacy service is responsible for; discovered what was involved in the dispensing of medication; and learned more about our specialist clinical,

women's and children's pharmacy services. Members also found out about aseptic pharmacy services and the in-house manufacture of specialist products for chemotherapy and parenteral nutrition. For our younger members there was a chance to hear about the different pharmacy careers. Events like this provide you, our community, with a chance to gain valuable insight into the inner

workings of your local hospital trust. We are pleased to have seen an increased attendance at our events throughout the year and look forward to welcoming many more people to another series of events that are being planned for 2020. Details will be shared with members through the 'dates for your diary' section, regular emails and on our website and social media.



Looking back on a good year

We were delighted to welcome more than 140 people to our Annual Members' Meeting in September to hear about the progress we have made over the last year.

It was fascinating to hear from last year's winners of the Chief Executive's Scholarship for Brilliance, including a presentation on Prehabilitation services showcasing this ground-breaking new project.

Exhibition stands introduced a range of services, and during the evening attendees also got the opportunity to raise questions and have their say about services at the hospital.

BAME communities come together to save lives

Leaders from black, Asian and minority ethnic communities (BAME) gathered at an event to raise awareness of organ donation in BAME communities.

The first event of its kind was organised by the Trust's Dr Paul Hayden, Clinical Lead for Organ Donation and Dr Gill Fargher, Chair of the Organ Donation Committee. Attendees included leaders from the BAME communities, clinicians, donor families and the Mayor and Mayoress of Medway, Councillor Habib Tejan and Mrs Bridget Tejan.

Jay and Sina Patel shared their story of how they made the decision to donate their son Aari's organs after he died in an accident, aged three. Aari donated seven organs and saved the lives of two other children.

Dr Hayden said: "Black and Asian people have a higher chance of developing severe kidney failure, liver failure, and heart failure compared to white people. So it is particularly important that we increase the representation of people from these backgrounds on the organ donation register.



Mayor Habib Tejan

"Please register your decision about organ donation. Please talk to your family members about your decision and most importantly, please help save lives."

People were requested to sign the Organ Donor Register if they wished to do so while at the event. Many people did including, the Mayor.

Become a member

You can receive regular information and updates about the hospital, member events and how you can get involved by applying online to become a member at www.medway.nhs.uk/membership. Membership is free.



Dates for your diary

Members and non-members are welcome to attend these meetings. Please check our website for further details of our events.

If you have any suggestions about future meetings, please contact Krishna Devi, Community Engagement Officer at krishna.devi@nhs.net

Member events

Free parking

- **Quality Priorities** – Wednesday 5 February 2019, 6pm to 8pm, Postgraduate Medical Centre, Medway Maritime Hospital.

At this event you can tell us what you are looking for in patient care. Tell us what safe, effective and person-centred care means to you.

- **Infection Control** – Friday 20 March 2pm to 4pm, Postgraduate Medical Centre, Medway Maritime Hospital.

This event will feature a presentation about all we are doing to prevent infection at Medway Maritime Hospital.

Further details about our May, July, September and November events will be available in the next edition of News@Medway.

Meet your Governors

- **Thursday 13 February 2020, 9am to 12pm**
Hoo Leisure Centre, Main Road, Hoo, Rochester ME3 9EY
- **Tuesday 10 March 2020, 10am to 12pm**
Rochester Healthy Living Centre, Delce Rd, Rochester ME1 2EL

Further details about our upcoming 'Meet your Governors' events can be found on our website www.medway.nhs.uk/membership

Focus on.... Staying well this winter

Stay clear of flu

Flu is very infectious and spread by germs from coughs and sneezes, which can live on hands and surfaces for 24 hours. To reduce the risk of spreading flu, use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap, and dispose of used tissues quickly.

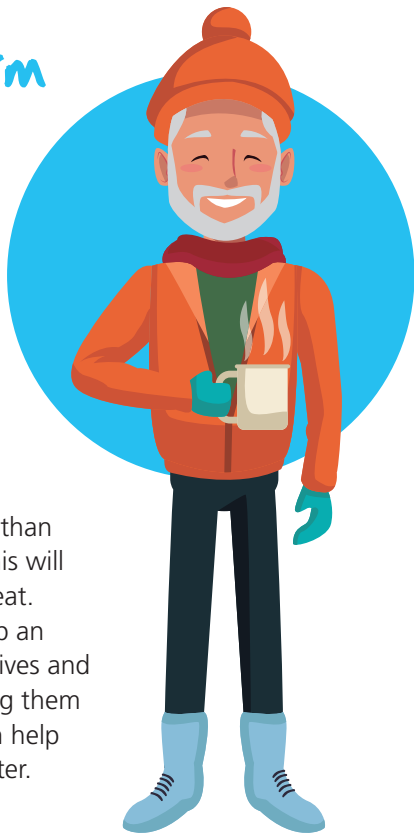


You are eligible for the free flu vaccine if you are pregnant, are aged 65 years or over, have a long-term health condition, or are a carer. Children aged two or three years old are also eligible. Ask your GP, pharmacist or midwife about the free flu vaccine.

During winter and periods of cold weather it's important to look after yourself if you start to feel unwell – even if it's just a cough or a cold. You shouldn't wait until it gets more serious; instead seek advice from your pharmacist as early as possible. Pharmacists can give you advice about winter illnesses, including which medicines to take.

Keep warm

If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, you should always heat your home to at least 18C. Wrap up warm when you go out, and wear multiple layers of clothes rather than a single bulky layer – this will help you retain body heat. Also, remember to keep an eye out for elderly relatives and neighbours – supporting them in the cold weather can help them stay well this winter.



A message from our Medical Director

Dr David Sulch, Medical Director, said:

"The Trust is always ready to help patients across Medway and Swale in times of need, but there are important things we should all do to take care of ourselves and stay well during the winter months."

"Make sure you get your free flu jab if you are eligible, keep yourself warm, and if you do start to feel unwell, even if it's just a cough or a cold, seek advice from your local pharmacist quickly before it gets more serious."



For further information about how you and your family can stay well this winter, please visit www.nhs.uk/staywell

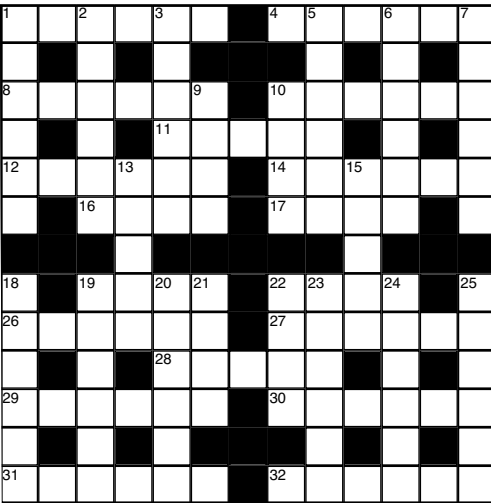
Your Puzzle Challenge

Quiz Of The Day

1. Trudie Styler is the wife of which singer-songwriter?
2. Which character in the board game Cluedo has an academic title?
3. By what name is the former Marriage Guidance Council now known?
4. The River Spree flows through which European capital city?
5. Which journalist and occasional GMTV newsreader became the Labour MP for Ashfield in Nottinghamshire in 2010?
6. British racing driver and TV presenter Tiff Needell co-hosted which two motoring shows for the BBC and Channel 5?
7. Lake Titicaca straddles the border of Bolivia and which other country?
8. Which pope died in 1978, just 33 days after his election to the post?
9. What is the profession of George Clooney's wife, Amal?
10. The name of which one-word African country contains all five vowels?

Quick Crossword

- Across**
 1. Piercing (6)
 4. Remnant (6)
 8. Food shortage (6)
 10. Great fear (6)
 11. Plunges (5)
 12. Leather worker (6)
 14. To the other side (6)
 16. Eat a meal (4)
 17. Sound a horn (4)
 19. Scottish hillside (4)
 22. As well (4)
 26. Mucous secretion (6)
 27. Collect (6)
 28. Sea duck (5)
 29. Writer (6)
 30. One flank leading (4-2)
 31. Regular (6)
 32. Floor (6)
- Down**
 1. Security (6)
 2. Order to be detained (6)
 3. Lime tree (6)
 5. Wall painting (6)
 6. Root vegetable (6)
 7. Songbird (6)
 9. Republic of Ireland (4)
 10. Nipple (4)
 13. Fertiliser (5)
 15. Perch (5)
 18. Utters (6)
 19. Carefree (6)
 20. Ancient (3-3)
 21. Islamic ruler (4)
 22. Matures (4)
 23. Lasso (6)
 24. Words of dismay (2,4)
 25. Violent excitement (6)



Sudoku

There is just one simple rule. Each row and each column must contain the numbers 1 to 9, and so must each 3 x 3 box. This is a logic puzzle, and you should not have to guess.

		4	6	5				
2	5					6	9	
		8		4	2			
5	6	9	2		1	8		
3			9		7		6	
1			4	6				
6				5		3		
						4		9
			3		8	1		

Transformer

Add the given letter or letters to the first word to make a new word. **Clue:** Cannot survive becoming unbreakable.

--- + O L = --- O L ---

Magic Square

SELL SOAP OVERSEAS

Using all 16 letters of the sentence above, form four words each of four letters which will form a magic square in which the words can be read both horizontally and vertically.

Equaliser

Place the four signs (add, subtract, multiply, divide) one in each circle so that the total of each across and down line is the same.

	2		4
2	○	2	○
	2		3
3	○	3	○
	4		0

Perform the first calculation in each line first and ignore the mathematical law which says you should always perform division and multiplication before addition and subtraction.

Solutions

QUIZ OF THE DAY:
16 Dine; 17 Foot; 19 Brae; 22 Also; 26 Phlegm; 27 Gathers; 28 Elder; 29 Author; 30 Side-on; 31 Steady; 32 Storey.
TRANSFORMER: Inevitable + OL = Invincible.
MAGIC SQUARE: liquid hydrogen; peat; charcoal; petroleneum; peat; charcoal; petroleneum; peat; charcoal.
EQUALISER: rose; oval; saps; else.
WORD PYRAMID: Storey; Clockwise from top left - 6 Carrot; 7 Thrush; 9 Eric; 10 Teat; 13 Niece; 15 Roost; 18 Speaks; 19 Bilthe; 20 Age-old; 21 Emir; 22 Ages; 23 Lariat; 24 Oh dear; 25 Frenzy.
TRAIN OF THOUGHT: Arch; Strawberry jelly; multiply; subtract; add; divide; Total: 1.
DIALLING CODES: 22 Also; 26 Phlegm; 27 Gathers; 28 Elder; 29 Author; 30 Side-on; 31 Steady; 32 Storey.
WORD PYRAMID: Storey; Clockwise from top left - 6 Carrot; 7 Thrush; 9 Eric; 10 Teat; 13 Niece; 15 Roost; 18 Speaks; 19 Bilthe; 20 Age-old; 21 Emir; 22 Ages; 23 Lariat; 24 Oh dear; 25 Frenzy.
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Dialling Codes

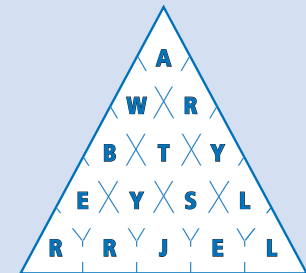
1 [] ' -	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

Spaces and any punctuation marks are represented by 1

Telephone dialling pads combine several letters on one key. Here we have encoded 11 types of fuel by using numbers rather than letters. Then we have divided them into groups of three characters and run all the names one after another to make your task a little more difficult. Can you crack the code?

738 765 386 173 281 242 726 251
547 843 149 376 436 126 666 421
537 673 631 776 726 313 842 665
183 438 225 316 451 872 648 612
463 437 35

Word Pyramid



Spell out a 15-letter word or phrase by moving from one chamber to another within the pyramid. You may only enter each of the chambers once and may only proceed through openings in the walls. The first letter may appear in any of the chambers.

Train of Thought

What word links the following?

- A _ _ _
1. a curved structure;
 2. a fingerprint pattern;
 3. mischievous;
 4. shrewd.

STOP!
GEL!
GO!



Keep our
patients
safe.