

Autumn 2019

NHS

Medway

NHS Foundation Trust

news @ Medway



The heartbeat of the hospital



Best of care
Best of people

Inside:

- The reality of dementia
- Same Day Emergency Care - new centre is first of its kind in region

Rising to challenges - whatever the weather

The mild and sunny days of summer may be only just behind us, but our focus is now on winter. We have been working all year to ensure that we are prepared to meet the increased demands for our care in the colder weather.

An important part of managing winter pressures is managing our patient journey throughout the organisation. In this issue, you can read more about our Same Day Emergency Care centre which is playing a key role in helping our patients to return home without the need for admission – improving patient experience and freeing up beds in the process.

We are lucky to have fantastic support from our community and we have been grateful for the patience that you have shown when facing longer

waits than normal. You can play a role in helping us to manage winter pressures by ensuring that you choose the best place for your care (it's not always our Emergency Department) and by having your flu vaccination.

I'm delighted that this issue features many of our unsung heroes in the Trust. Doctors and nurses are the most visible face of any hospital but there are thousands of other staff behind the scenes who play an integral role in providing patient care. We couldn't provide the levels of care that our community expects without them and we are grateful for each and every one.

Finally, I am very proud to present the Not Just a Number campaign in this issue. This provides a visual reminder of the importance of getting things



right for our patients who are not just a number to us, but the very reason for our existence as an organisation.

I will never allow poor performance to become the acceptable norm at Medway. Being seen quickly in the Emergency Department, not having to stay in hospital longer than is required, and getting an appointment without a long delay are all essentials of good healthcare and we have 4,000 staff committed to ensuring our patients receive exactly that.

James Devine
Chief Executive

In this edition

- 4**
NEW EMERGENCY CARE CENTRE
The first such centre in the south east opens
- 5**
SPECIALIST MIDWIVES
Supporting women and families in Medway
- 6**
HEARTBEAT OF THE HOSPITAL
The crucial role of Estates and Facilities staff
- 8**
THE REALITY OF DEMENTIA
Trust staff benefit from specialist training

- 10**
SPOTLIGHT ON...THE FALLS TEAM
Helping to reduce the number of falls
- 13**
HOMECARE MEDICINES SERVICE
Our service is good news for patients
- 16**
CHARITIES FUND MURALS
Our cancer unit received a £50,000 makeover
- 20**
AT THE HEART OF THE COMMUNITY
Find out about our latest engagement opportunities and health events

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Further award recognition

Our Emergency Department staff have been nominated for two more major healthcare awards after narrowly missing out on a top prize at the RCNi Nurse Awards in July. This time the team is nominated in the Emergency and Critical Care category at the Nursing Times Awards in October, with Consultant Nurse Cliff Evans also up for Nurse Leader of the Year.

Lift upgrade

Work has started to upgrade the lifts at Medway Maritime Hospital.

The much-needed improvements will take place over the next two years with a phased approach to minimise disruption to patients, visitors and staff.

Several of the lifts are very old and the work is needed to restore them and ensure a good service between the floors.

Notices on the lifts and around the hospital will provide advice and updates as the project progresses.



Research team leads from the front

The Trust's Research and Innovation Team recruited the highest number of participants from any NHS organisation in the south east for health research studies last year, according to the latest figures. In 2018/19, 38,599 patients and healthy volunteers took part in studies across Kent, Surrey and Sussex

– the highest number ever for the region – of which 5,426 participants were based at Medway. To find out how you can get involved in research at your local hospital, contact the team on **01634 830000 extension 6736** or email **met-tr.medwayresearch@nhs.net**

Residents at the heart of council and health partners' plans

All the evidence points to a growing demand for health and social care and in Medway, statistics show the need is even greater.

It is clear that there needs to be changes in the way care is provided so that it is tailored to the needs of today's – and tomorrow's – population. This includes providing care out of hospital and closer to home where appropriate, and introducing innovations designed to improve experience for people receiving health and social care.

With this in mind, Medway Council, Medway NHS Foundation Trust, Medway Community Healthcare, and

Clinical Commissioning Groups, are working together under the umbrella of an Integrated Care Partnership (ICP) – a new model for the future with residents at the heart.

Over the coming months you will hear more about the ICP, and will have the chance to get involved in developing future services for the people of Medway and Swale. Look out for further updates!





Our centre is the first of its kind in region

New centre aims to see and assess patients in the shortest time possible.

by Claire Baigent

We recently opened our Same Day Emergency Care (SDEC) centre – the first hospital in the south east region to do so. SDEC is the provision of same day care for emergency patients who would otherwise be admitted to hospital.

Patients presenting at hospital, with certain conditions, can be rapidly assessed, diagnosed and treated without the need to be admitted to a ward, and if possible, can go home the same day.

This helps ensure that only the most seriously ill patients remain in the Emergency Department and encourages good flow of patients throughout the hospital. In addition, it ensures that patients are seen and assessed in the shortest time possible.

Director of Operations, Kevin Cairney, said: "The creation of a fully

functioning SDEC is ongoing but we have already completed phase one and work has begun on phase two. The initial actions have resulted in a much improved waiting area for our emergency patients and a better working environment for staff.

"This is a huge step forward for patients and has a number of benefits, not least, avoiding admissions. We know that where possible, people would much rather return to their home and not have to stay in hospital."

Beryl's story:

Eighty-six-year-old Beryl Haffenden was recently treated in SDEC and she and her daughter, Pamela Mills, were delighted with the care she received.

Pamela said: "We were seen really

promptly and a full range of tests was carried out. One of the tests had to be repeated six hours later and during the wait we were given food and drink and had somewhere comfortable to sit."

"Two different doctors spoke to us and took the time to make sure that my mum understood what they were saying and what treatment she would receive. In fact, all the staff we interacted with were kind and helpful."

In line with the aim of the centre, Beryl was discharged home the same day and her follow up appointments have already been booked and confirmed.

Pamela added: "Mum really didn't want to be admitted to hospital so it is great to have a service that aims to get people back to their homes as quickly as possible."

New team supports women and families

Women and families in Medway and Swale are benefitting from the care of a specialist team of dedicated midwives.

by Jodie Moore

Team Connect, a team of community midwives, provides antenatal and postnatal care for women and families who have additional vulnerabilities or complex needs.

Lisa Jarvis, Named Midwife for Safeguarding said: "We introduced Team Connect because we recognised that some women and families needed additional support during pregnancy and after birth. It means that women and their families are always cared for by the same midwife who has an understanding of their needs. Their midwife will also support the work of other services and agencies who may be involved in the family's life."



● Team connect gives additional support to families in Medway and Swale

"It means that women and their families are always supported by the same midwife who has an understanding of their needs."

"We have had excellent feedback from the families we work with, as well as our colleagues from across the health and social care sector."

Hannah Norrington gave birth to her son Arlo in March 2019 and was cared for throughout her pregnancy and in the postnatal period by a midwife from Team Connect. Hannah said: "I

was very anxious when I discovered I was pregnant with Arlo. I had prenatal depression and I was under the Mother and Infant Mental Health service.

"My midwife, Cheryl, supported me from the beginning and was really understanding of my needs. I suffer from agoraphobia and she came to my house for my appointments so I didn't have to go out.

"I ended up having to have an emergency caesarean and Cheryl really helped me afterwards to understand what had happened and explained things to me. She visited me at home for some time after Arlo's birth to check on us and his development."

Award success

The team was recently recognised for its work with families in Medway by winning the Outstanding Contribution to Public Health award at this year's A Better Medway Awards.



Heartbeat of the hospital

The Estates and Facilities team plays a crucial role in the safe running of Medway Maritime Hospital, and is responsible for managing, maintaining and improving property and facilities across the site.

by Will Chambers

From engineers to security staff, housekeepers to porters, and gardeners to catering staff, the team provides a 24/7 service which is vital to the Trust, working behind the scenes to support all staff in delivering high-quality care to patients.

Peter Graves, Head of Estates, said: "Our patients and visitors should enjoy a warm welcome and a safe and pleasant experience from the moment they arrive at the hospital – our job is to create that.

"To achieve this, our hard-working estates staff, like Mechanical Engineer Craig and Grounds Maintenance Operator Stephen (pictured), look after all building services and grounds across the site, including things like water, heating, signage, and power, plus much more.

"Including our administrative support team and part time workers, we have more than 40 staff who work shifts and are on-call, covering the site at all times."

David Moore, Head of Hotel Services, added: "Our housekeepers work around the clock to keep wards and departments clean, while our portering

“Our patients and visitors should enjoy a warm welcome and a safe and pleasant experience ... our job is to create that.”

team plays a key role in the smooth running of the hospital. On average a porter walks nearly 2,000 miles a year transferring patients and moving items.

"Alongside these teams we have the catering department, which prepares food for patients, visitors and

staff; the post room, which sends and receives thousands of items every day; the laundry, which washes over three million items, such as pillow cases, blankets, and theatre scrubs, per year; and many other vital services like accommodation, transport and switchboard, to name just a few."

Elsewhere, the hospital is also served by an on-site security team, which is made up of several security officers, including Bhumiraj Rai (pictured), and is on hand to assist staff, patients and visitors.



Ariel Kowalaszek, Security Management Specialist, said: "The team works really hard to provide a safe environment and to protect our property and grounds. This is achieved by regular security patrols and CCTV monitoring, while staff also liaise directly with Kent Police to help reduce crime in the area."



What do the long-serving staff think about the role of Estates and Facilities?



“I’ve been at Medway for 20 years and I love my job. I am proud to keep the wards up to a high standard of cleanliness and communicate with patients to ensure their stay is a happy one.”

Ann Alderson
Housekeeper



“The best part of my job is seeing patients, helping people and making them happy. It is tiring, walking so many miles every day, but you get used to it after 17 years!”

Nigel Bryant
Porter



“It’s great to be part of such an amazing team – I have worked in this role for 30 years now and I feel really proud to represent the NHS and my local hospital. It is very rewarding to serve and speak to patients, visitors and staff on a daily basis.”

Ang Hovenden
Catering Assistant

Experiencing the reality of dementia

Trust staff have been learning what it's like to live with dementia. Here, members of staff share their thoughts on the specialist training.

by Claire Baigent

Imagine you're not sure quite where you are, but you know it's not home; people have come to visit you but you've no idea who they are and they are all talking at once; and on top of that, your hands won't perform the simple task of buttoning your jacket. You're really not sure what's going on.

This is what it can be like for a person with dementia coming into hospital – confusing and frightening.

Most of us probably know of someone who has dementia. It is now the most common cause of death in the UK. It is therefore more important than ever that staff working in hospitals are trained to provide care in a way that reduces anxiety and helps people living with dementia to retain their independence.

At Medway Jo Dron, Dementia and Delirium Lead Nurse, has introduced a Virtual Dementia Tour. This clever simulation gives the participant a taste of what it is like to live with dementia, complete with headphones that make it harder to understand what's being said, glasses that make vision less clear, gloves that make once nimble fingers clumsy, and shoe spikes giving a permanently uncomfortable sensation.

The tour was created more than 20 years ago in America and is medically and scientifically proven to be the closest re-creation of what living with dementia might be like. Many years of research have gone into making the experience as realistic as possible.

“It was a humbling experience which reiterated how crucial it is that we deliver care that helps to reduce anxiety and fear for those living with dementia.”

A number of staff at the Trust have received the specialist training from Training 2 Care Ltd, describing it as worthwhile and eye-opening.

Krishna Devi, Community Engagement Officer, shares her experience:

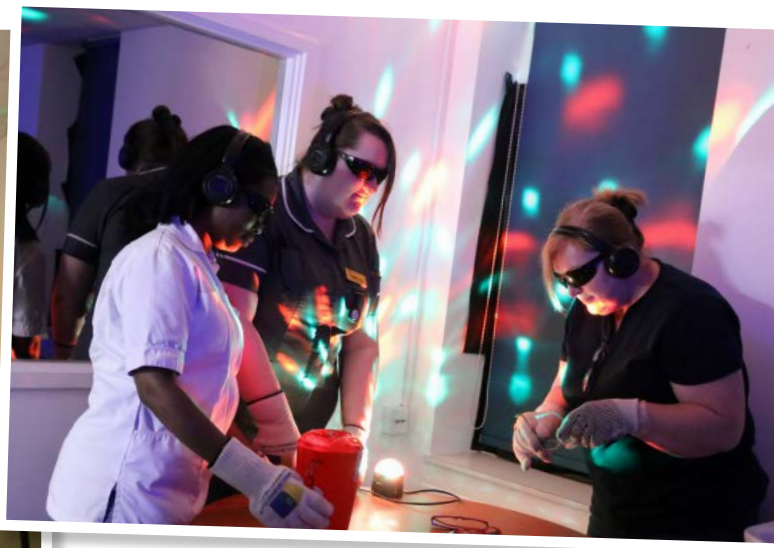
“Dressed in props to impair mobility, vision and hearing, I was walked into the simulation room. I felt stripped of all my senses and cannot describe the anxiety I felt. Despite knowing it was a simulation, I wanted it to end as I was confused, disorientated and felt so vulnerable.”

“I found it almost impossible to complete everyday tasks which we normally take for granted.

“For a short time, I experienced the world through the eyes of one of our dementia patients and discovered how much the disease affects you. It was a humbling experience which reiterated how crucial it is that we deliver care that helps to reduce anxiety and fear for those living with dementia.”

The aim is to help Trust staff understand why dementia patients might behave or respond in a certain way and, importantly, what can be done to help them maintain their independence by adapting behaviours and ways of communicating.

As a result of the success of the Virtual Dementia Tour, the Medway Hospital Charity has agreed to fund training for three members of staff, so that they can in turn deliver the experience to colleagues.



Coffee break for carers

Being a carer for someone living with dementia can be very stressful. Carers sometimes struggle in isolation, not knowing how to cope and in the long term, which impacts their own health.

Our Carer Coffee Break, which is recognised as an area of 'Outstanding Practice' by the Care Quality Commission, provides emotional support, information and education, giving carers a welcome break from their role and helping them to get the support they need.

Every third Tuesday in the month, carers can come together, to share experiences with others who understand their situation, learning tips and strategies on how to deal with challenging behaviours and issues. Over coffee and cake, carers make friends, gain confidence and walk away feeling less overwhelmed and stressed by the pressure of looking after someone living with dementia.

If you are interested in the group or would like more information, please contact Ruth Goodey on **01634 830000 ext 3208/6845.**



My Medway...

I moved to Medway Maritime Hospital as a consultant physician in Diabetes and Endocrinology because of the challenges that Medway and Swale face with regard to diabetes care, and I believe that I can make a difference.

The vast diversity in our local population, translate to very challenging medical care, which of course makes working in Medway very challenging and interesting.

Working in Medway is not often easy, but it is worth it.

Dr Victor Oguntolu
Consultant Endocrinologist and Diabetes

Have you thought about a career at Medway?

Medway NHS Foundation Trust runs Medway Maritime Hospital, a busy hospital, with more than 4,000 staff, treating nearly 500,000 patients every year.

We are less than an hour from London and just a few minutes away from the Kent countryside. The Trust is a fantastic choice for ambitious staff – both clinical and non-clinical – who want to develop their career in a dynamic environment.

Here at Medway, we pride ourselves on working together as one to ensure that our best of people provide the best of care to patients across Medway and Swale.

If you think you have what it takes to positively contribute to our exciting future by being part of our amazing team, please go online – **<http://jobs.medway.nhs.uk>** – to view our latest vacancies.



Spotlight on...

the Falls Team

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.

Funky frames, non-slip socks, wristbands and sensor pads – all these and more are in the Medway armoury to reduce the number of falls.

Falls are the most commonly reported incidents in hospital and there are more than 400 separate risk factors that can influence the likelihood of someone falling.

Acute illness, particularly in frail, older people or those recovering from serious injury or surgery increases the risk of a fall. People in hospital are vulnerable to delirium, dehydration and deconditioning (reduction of muscle mass), all of which affect balance and mobility, especially in unfamiliar surroundings.

Our inpatient prevention of falls service is made up of two clinical nurse specialists, Kerry O'Neill and Glynis Collings. They support the ward areas to provide person centred

care, focusing on individual interventions and plans to reduce a patient's risk of falling.

The team aims to see all inpatients who fall in hospital in order to establish the cause and take action to prevent any further incidents and any patient referred by the wards who need more specialist input. They also co-ordinate the Emergency Department ambulatory falls service to ensure that patients aged over 65, attending as a result of a fall, are signposted to the appropriate service, such as their GP, the Community Falls Team, other specialist nurses for condition management, fracture liaison service or the medical falls clinic.

An important part of the role is to carry out research and trial new equipment and initiatives to see if patients could benefit.



Clinical Nurse Lead for the prevention of falls, Kerry O'Neill, said: "Here at Medway we have introduced a number of initiatives and equipment to help prevent people experiencing a fall. These include Funky Frames, which involved us decorating walking aids to make them more eye-catching and encourages people to use them. We also provide non-slip socks, hip protectors, anti-slip pads, sensor pads and alarms and assistance alert wristbands.

"Sadly, it is not possible to prevent all falls in hospital but we are working hard to reduce the number as much as possible and put as many measures in place as we can to limit the risk of injury. It is important that we encourage patients to be mobile and independent but unfortunately this comes with the risk of a fall.

"I am pleased to say that the number of falls in our hospital is declining and we will continue to ensure patient safety is our number one priority."



Your Say

Your feedback from
www.nhs.uk

The care from all the midwives and doctors we encountered was superb. I could write 100,000 words about how well we were looked after. Thank you so much! **August 2019**


My husband spent time on Keats ward and was in hospital for two weeks. The consultant, medical staff and auxiliary staff were all amazing. Thank you to all concerned. **August 2019**

The nurses were amazing and I cannot thank them enough for their patience. Thank you again for everything. **August 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 treated by a lovely member of staff in the ear, nose and throat service. She was great and made me feel comfortable, and if it wasn't for her I wouldn't have been able to come home so soon. Great job! **August 2019**

I visited children's A&E with my two-year-old. The staff were all so friendly and made my child feel at ease. Absolutely wonderful staff - I can't thank them enough! **August 2019**

TOP TWEETS



Ginny @GinnyAB

Can you have too many rainbows in your life or is it better to make the world a more colourful place to live? With thanks to @RainbowNHSBadge and @Medway_NHS_FT I now have my Rainbow NHS badge.



League of Friends @MedwayLOF

It's our financial end of year today and it's throwing up some random interesting facts... The Medway League of Friends has served a whopping 685,832 customers in the last 12 months!



Jo @1970Jo

Helping with the tea round ensuring our patients on Arethusa Ward are hydrated @Medway_NHS_FT



David @dasalter

A big thanks to the ambulance crew, nursing staff and doctors who have looked after my mother-in-law today at Medway Maritime Hospital. Waiting times were short, assessment was very thorough and all staff were attentive and considerate. First class care.



Stephanie @steffieg777

Another great site huddle today for Unplanned and Integrated Care. Patients in right beds and great working in the heat.





Preventing cerebral palsy in pre-term labour

The neonatal and maternity teams at Medway Maritime Hospital are celebrating the success of a programme which aims to reduce cerebral palsy in premature babies.

by Jodie Moore

Babies born before 37 weeks are at higher risk of developing medical conditions, including cerebral palsy, a lifelong condition affecting movement and coordination caused by a problem with the brain occurring before, during or after birth.

Cerebral palsy causes a range of difficulties from minor problems to severe disability. Although being born prematurely does not mean a child will develop cerebral palsy or any other health issues, nearly half of the children who develop cerebral palsy were born prematurely. In the UK around 60,000 babies are born prematurely every year.

The PReventing Cerebral Palsy in Pre-Term labour programme (PReCePT) is a national programme which aims to increase the uptake of magnesium sulphate as a neuro protector.

Dr Helen McElroy is consultant neonatologist and the Regional

Clinical Lead for PReCePT across Kent, Surrey and Sussex. She explained how the work of PReCePT focuses on the needs of the local population and is transforming outcomes for premature babies: "We know that magnesium sulphate given to women in premature labour reduces the likelihood of cerebral palsy by crossing the placenta and protecting the brain in premature babies.

"The PReCePT programme aims to increase the number of eligible women who are given magnesium sulphate to 85 per cent. Before Medway Maritime Hospital joined the programme, around 70 per cent of eligible women per year were receiving treatment. Since joining the programme this has increased to 88 per cent and our aim is to exceed 95 per cent by 2020."

Archie Johnson is a happy, healthy three year old who was born at 26 weeks weighing 680 grams. His

mother, Emma Counsel, remembers being offered magnesium sulphate to help protect her baby's brain.

Emma said: "Sadly we lost Archie's twin when I was around 19 weeks' pregnant. When I was told I had to deliver Archie, I was given the magnesium sulphate some time before my scheduled delivery to give it time to pass through to the baby. After now learning more about the risks of cerebral palsy in premature babies, I am so relieved that Archie was given the treatment."

The success of PReCePT at Medway is testament to the excellent work of midwife Jenny Wooley and close collaboration between the maternity and neonatal teams, supported by the Kent, Surrey, Sussex Academic Health Science Network. If this success is repeated across England it is predicted to prevent several hundred cases of cerebral palsy per year.

Homecare medicines service is good news for patients

More outpatients at Medway Maritime Hospital are now using homecare medicines services avoiding the need to travel to the hospital to collect medication.

by Jodie Moore

The majority of medication dispensed to patients following an outpatient appointment or upon discharge from hospital is available from a community pharmacy. However, many patients have medication requirements that may only be issued from a hospital pharmacy, even when they are at home.

Outpatients who require these medications would usually have to attend the hospital to pick up their prescription. Thanks to our homecare medicines service, we are now able to deliver more medications to patients in the community.

Chief Pharmacist Stephen Cook said: "Our Pharmacy is extremely busy and wait times can sometimes be long. Our aim is to provide patients with medicines that are safe, appropriate and cost-effective, in a timely manner. The development of our homecare medicines service has meant that we are better able to meet the needs of our outpatients by delivering medication direct to their home or agreed location.

"In June we made approximately 1,100 deliveries to patients in Medway and Swale. That's 1,100 patients who did not have to make the journey into the hospital. Some of these patients require monthly repeat

medication so the savings for them in both time and cost is huge.

"Not only does it benefit patients to have their medications delivered, but it is also cost-effective for the NHS."

Options for delivery vary depending on the type of treatment being delivered but patients may choose to have their medication delivered to their home address, work address or another address of their choosing. The van is unmarked so patients can be assured that the service is discreet.

Medway's Pharmacy department dispenses, on average, more than 30,000 items each month. It employs a team of more than 70 staff, including pharmacists, pharmacy technicians, pharmacy assistants, and support staff.

The Pharmacy provides a number of different services to patients across Medway and Swale including dispensing services for inpatients and outpatients, supplying medication stock to hospital wards as well as a range of outlying hospitals and clinics, clinical pharmacy services and a team of specialist pharmacists with expertise in specific clinical areas such as antimicrobial therapy, frailty and paediatrics.

The team also provides an on-call pharmacy service for advice and supply of urgent medication outside of pharmacy opening hours.



Celebrating our Best of People!



Staff and volunteers from across the organisation came together at the Corn Exchange in Rochester this summer to celebrate the very best of Medway at our annual staff awards ceremony.

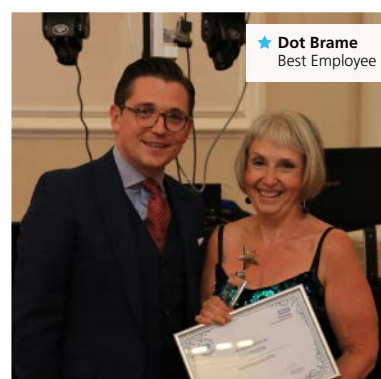
The Best of People Awards were an opportunity to recognise those who

had gone the extra mile in their daily roles and to thank our long-servers who have devoted so many years of service to the Trust.

The Medway Messenger once again teamed up with the hospital to launch a readers' Hospital Hero award. In what was a close fought contest

following a strong response from readers, midwife Valerie Andrew claimed the prestigious award, which was collected on the night by her daughter Katrina.

Congratulations to all of our award winners and long-servers!



★ Dot Brame
Best Employee



★ Maternity Services
Best Team



★ Don Lawrence
Best Volunteer



★ Long Service
20 Years



★ Long Service
30 Years



★ Rosie Swan
Best Professional
Development



★ Ruth Chimanga
Best Patient /
Customer Care

- ★ Best Supporting Service - Jackie Suter, Anaesthetics
- ★ Best Innovation - Trude McLaren, Maternity
- ★ Hospital Hero - Valerie Andrew, Maternity

Volunteers' efforts rewarded

The commitment shown by our hospital volunteers was celebrated at a special awards ceremony and afternoon tea in Chatham in July.

Long service awards were given to 19 volunteers for 10 years' service, nine volunteers for 15 years' service and four volunteers for an incredible 20 years' service.

Our patients are not just a number

Being seen quickly in the Emergency Department, not having to stay in hospital longer than is required, having people caring for them who wash their hands, and getting an appointment without a long delay are all things that matter to our patients, and they matter to our staff too.

by Michael Addley

Improving our performance against statutory targets such as the four-hour emergency care and the 62-day referral to treatment standards is a priority for the Trust. This isn't just about numbers, it's about getting the fundamental aspects of care right.

We want our staff to always remember that behind every percentage point on a spreadsheet are patients that are not getting the care they deserve.

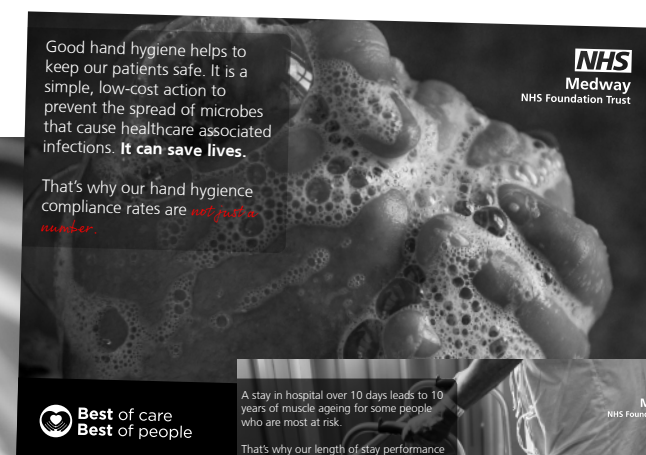
Our Chief Executive James Devine explains: "I'm very proud of the care that our staff provide to our community,

working hard to deliver safe and compassionate care every day.

"They do a fantastic job, but sometimes it is important to take a moment and reflect on the person behind the numbers. That's what Not Just a Number is all about, putting empathy at the heart of our care and making Medway brilliant for all patients."

Multiple patient moves can be harmful. They predominantly affect older, frailer patients, and increase the risk of falls, delirium, medication errors and extend length of stay.

That's why the number of times a patient moves is *not just a number*.



Best of care
Best of people

NOT JUST A NUMBER

Charity news

Charities fund murals in Cancer Unit

The hospital's Cancer Unit has received a £50,000 makeover thanks to the generosity of two charities.

by Donna Law

Donations from The Medway Hospital Charity and The Teenage Cancer Trust have paid for the unit to be transformed from a clinical, somewhat uninviting space, to a vibrant environment, more conducive to supporting patients through their cancer journey.

Vicky Kidner, Macmillan Lead Nurse for Chemotherapy, said: "The murals throughout both Lawrence Ward and Galton Day Unit are truly appreciated by patients and families alike. They are colourful and aesthetically pleasing, giving a less clinical feel to the environment. Patients, therefore, feel more at ease."

Brendan Law, Teenage Cancer Trust Regional Services Manager, said: "We are delighted to have partnered with the Trust to provide these enhancements. We know that improving the environment alongside excellent specialist nursing care are key factors in supporting people through their cancer treatment."

These improvement plans helped the Unit secure the Macmillan Quality Environment Mark's five-star rating last year. This top score was partly due to the enhancements, as the assessors felt the wall art would contribute to the patients' sense of comfort and well-being.

Cynthia Matarutse, Macmillan Lead Cancer Nurse said: "We are incredibly thankful to The Medway Hospital Charity and The Teenage Cancer Trust for funding these improvements. They make such a difference to the feel and look of the unit. The assessors are looking forward to seeing the improvements when they visit us for reaccreditation in 2021 and we hope they will help us secure another five-star rating."

- *Pictured: Lucy Roberts, Senior Sister on Lawrence Ward and Vicky Kidner, Macmillan Lead Nurse for Chemotherapy in the Day Room*



#hello my name is...

Tedway

Thank you to all everyone who contacted the fundraising team with a mascot name. We had some lovely suggestions from staff. The shortlisting panel unanimously fell in love with one – Tedway!

He was named by Ariel Kowalaszek, the Trust's Accredited Security Management Specialist.

HOSPITAL HEROES

Thank you to the incredible army of superheroes who descended on The Great Lines in June to run the first Medway Hospital Heroes 5k. One hundred and seventy five people signed up and more than £2,750 has been raised to support projects that fall outside of the NHS budget.

Thank you, too, to everyone who helped on the day including: staff, volunteers, marshals, sponsors MC Personnel, supporters Medway Council, Medway Norse, Asda Chatham, Asda Rotary, Medway Park, Nuffield Health, Mr Softee, Glitter Faces, A Down Catering, Wild Balloons, Hospital Radio Medway, Nandos and The Entertainer, Chatham.



Coming up...



14 November – Sing-along

The hit musical The Greatest Showman comes to life at the charity sing-a-long evening! Have fun, sing loud and experience The Greatest Showman in the greatest way possible. Fancy dress is strongly encouraged and full audience participation essential.

Book your tickets now at www.glassboxtheatre.com



Christmas Knitting

We know we're barely out of summer but we prepare early at The Medway Hospital Charity! If you would like to receive our knitting patterns for our Christmas Knitting Appeal, please email medwayft.charity@nhs.net



8 November – Quiz Night

Why not join us for our bi-annual Quiz Night in the hospital restaurant? Tickets are priced £6 per person for teams of six to eight. May's Quiz Night raised a wonderful £673 for The Medway Hospital Charity. To book your tickets, please email medwayft.charity@nhs.net



6 December – Christmas Fair

Patients, visitors, staff and local residents will be able to get into the festive spirit at our Christmas Fair, from 11am to 3pm in the hospital main entrance. Join us for fun and games and do a little Christmas shopping!

Get in touch

- 01634 825398
- medwayft.charity@nhs.net
- www.medway.nhs.uk

It's ok to ask for help

Life can be really tough sometimes and with one in four people experiencing mental health and wellbeing issues at some point in their lives there is a chance that either you or someone you know and love is currently struggling to cope.

Unfortunately, mental health and wellbeing issues can sometimes lead to people contemplating suicide and sadly 141 people took their own lives in 2017 (latest figures) in Kent and Medway. This means that the county has a higher suicide rate than the national average.

Middle aged men are most at risk of suicide, but it is something that can affect both genders and all ages. Research has shown that life pressures such as relationship breakdown, money worries, stress and grief are factors which can lead people to crisis point.

Thankfully research has also shown that seeking help and talking about these problems can help many people feel better; people like Bill. Bill asked for help after he began to have suicidal thoughts.

He said: "I didn't know it was possible to feel that bad. I was in a really dark place, but talking helped me see that suicide wasn't the only way out. It stopped the confusion taking over. My marriage had broken up very suddenly and I just couldn't handle it. I felt so lost, confused and powerless that I didn't have a sense of future. It was only when I was so close to ending my life that I realised I needed to talk.

"I talked to lots of friends and professionals. It gave me a bit of hope and even though the bad feelings would come back, each time I talked, the hope grew and would last a little longer."

Getting help

In Kent and Medway, local authorities and NHS partners have come together to provide several resources which can help people find the support that they need before they get to crisis point.

These include:

- The Release the Pressure campaign with free 24/7 support line and webchat www.releasethepressure.uk
- The Stay Alive app which is packed full of useful information and tools to help individuals stay safe in crisis.
- Free to access suicide prevention training (three hour face to face or 45 minute online). Please email suicideprevention@kent.gov.uk for more details about how to access this free training.

If you are feeling suicidal:

- Make an urgent appointment to see your GP
- Get support 24/7 from Release the pressure by webchat or calling 0800 107 0160
- Speak to a friend, family member or someone you trust
- Call the Samaritans 24-hour support service on 116 123.

If you are worried about someone else:

- Ask them whether they are thinking about suicide. Try to stay calm even if they say they are. Listen. Ask open questions. Create a mini safety plan including reducing access to the means of suicide (if possible) and encouraging them to get help
- Get support 24/7 from Release the Pressure by webchat or calling 0800 107 0160
- If you believe their life is in imminent danger call 999

Helping patients kick the habit

While smoking is in terminal decline, it remains the nation's biggest killer. Although there are now almost two million fewer smokers than in 2011 nationally, there remain around six million adults who are still subject to the devastating harm tobacco causes.

In Medway, it is estimated that there are 21,000 less smokers than there were in 2012, while the area has seen its smoking prevalence reduce from 25.5 per cent in 2012 to 14.7 per cent in 2018.

Here at Medway NHS Foundation Trust we are proud to be working with our community partners to continue this progress, and help our patients, staff and visitors kick the habit.

Since our site became smoke-free in October 2016, we have undertaken a number of initiatives to do exactly that.

This year, a project led by Consultant Anaesthetist Dr Nandita Divekar, in collaboration with Medway Council's Stop Smoking Service, saw the introduction of specialist stop smoking advisors at Medway Maritime Hospital two days a week. These dedicated advisors offer smokers coming in for

surgery the chance to talk about the benefits of quitting smoking before an operation, and what support options are available locally to support them.

“It was terrific to speak to people who were so understanding and encouraging.”

One local Medway resident, who visited the hospital earlier this year, successfully quit smoking after being referred onto the service before an operation. She said: "I had been a smoker for more than 50 years, so when I was first told about speaking to an adviser and giving up for good, I didn't think it was possible. However, the support I received was absolutely fantastic.

"It was terrific to speak to people who were so understanding and encouraging – I was given advice before my operation, after I came out of hospital, and I still get calls from the team to this day!

"To anyone who is thinking about giving up smoking, my one piece of advice would be to get in touch with the Medway Stop Smoking Service straight away – do not hesitate."

Vicky Carter (pictured), Medway Stop Smoking Service Health Improvement Project Officer (Acute), said: "If a patient stops smoking before surgery they are likely to recover quicker and there is less chance of complications such as lung and heart problems, and an increased risk of being admitted to intensive care, all of which can lead to a longer stay in hospital."



If you want to quit smoking for good, visit www.medway.gov.uk/stopsmoking or call 01634 334 800.



If you know someone who's feeling the pressure, help them get in touch.

RELEASE the PRESSURE DON'T SUFFER in silence

"I was in a really dark place. Talking helped me realise things would get better."

0800 107 0160
releasethepressure.uk

Support is free, confidential and available 24/7. It's provided by an independent charity and funded by Kent County Council, Medway Council and NHS partners.

A BETTER WAY

At the heart of the community

Members go 'behind the scenes' at hospital

As an NHS Foundation Trust it is important that our members have an understanding of what goes on behind the scenes, so in July we opened our hospital doors to them.

by Krishna Devi

The first of its kind, the event started with introductions from the Trust's Director of Estates and Facilities, Gary Lupton, and members of the Simulation Team, as we opened our doors to members to showcase the vital work that is often unseen to the public.

Guests were shown around the Medical Gas Building, Emergency Generator House and Clinical Engineering, with the Trust's experienced Hospital Engineers, Leo McGregor-Davies and Paul Chambers. This gave members a chance to see the 'nuts and bolts' behind the safe running of the hospital's operations.

Our Simulation Department (pictured below) then provided an insight into how our clinicians are trained using advanced, lifelike manikins, in a range of simulation scenarios.

The Trust's simulation staff work hard to provide high-quality, educational exercises for our clinicians, and members told us they were impressed to see this first-hand and by



● Hospital Engineer Leo McGregor-Davies talks to members outside the boiler room

the levels of modern training on offer, which helps to improve experiences for our clinicians and patients.

The tour ended with a question and answer session with Chief Executive James Devine, who was quizzed on a range of topics including future plans for the hospital, car parking, supporting staff wellbeing, and career opportunities at the Trust.

Members concluded the session by telling us they were 'pleased to have participated', were 'better informed about the back room operations delivered by unsung heroes', were 'positive and confident that things were improving', and were 'extremely optimistic for the future of their local hospital'.

We would like to thank members for joining us for this first ever 'behind the scenes' event and it was encouraging to see so many of you express an interest in working more closely with the hospital in future.

More information about our member events can be found in the 'dates for your diary' section.

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



Take a look at our behind the scenes video from the day!

Introducing your Lead Governor

In July, the Trust welcomed a new Lead Governor, Glyn Allen. We spoke to him to find out more about his motivation for becoming a Governor, his ambitions in the role and why you should consider becoming a member of the Trust.

Q. What was your motivation to become a Governor and subsequently, put yourself forward for the position of Lead Governor?

A. Back in 2014, I was a patient at Medway Maritime Hospital and despite the Trust being in special measures at the time, I had a good experience. This encouraged me to become a member of the Trust but I felt that I wanted to give something back for the wonderful care I had received, so in 2015 I became a Governor.

Alastair Harding, the previous Lead Governor, did a fantastic job and when I heard that he would be standing down, I decided to put myself forward as a candidate. There were quite a few new Governors at the time and I felt that my background and my four years' experience as a Governor would make me an appropriate choice for the role.

Q. What are your aims as Lead Governor?

A. I have served on a number of Trust committees and groups and am particularly interested in finance. I hope to encourage my fellow Governors to get involved, attend events and attend committees. I will also endeavour to inspire them to



engage whenever possible with the local community and promote the excellent work of the Trust.

Q. What is your connection to Medway?

A. I have always lived and worked in Medway, beside some periods of work overseas. As a resident, I care about the local community and the services available and I understand the difficulties and frustrations sometimes experienced by those in Medway and Swale.

Q. What would you say to someone thinking of becoming a Trust member or Governor?

A. Do it! It's great to be part of the team and to be involved in such an integral part of the local community. By becoming a member, you can vote for your Governors, have access to members meetings and events and have your say.

Q. What changes have you seen during your time with the Trust?

A. The biggest change has been the Trust coming out of special measures in 2017. There is such an obvious focus now on high quality care and patient safety. There have been changes to the leadership team and I feel that it is now a very stable, competent team who have the best interests of patients and staff at heart.

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 available

- **Annual Members' Meeting** – Tuesday 19 September 2019, 6pm to 8pm, Restaurant, Medway Maritime Hospital. Gillingham ME7 5NY.

Light refreshments and displays will be available from 5pm.

- **Pharmacy and Medicines** – Tuesday 19 November 2019, 6pm to 8pm, Postgraduate Medical Centre, Medway Maritime Hospital.

This is your chance to hear about the role of Pharmacy, the safe use of medicines and the transformational work being undertaken to improve patient experience, quality and patient safety.

Meet your Governors

- **Thursday 3 October 2019, 10am to 12pm** Main entrance, Medway Maritime Hospital
- **Thursday 28 November 2019, 10am to 12pm** Morrisons, 1 Knight Rd, Strood ME2 2AQ

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.



Focus on.... Flu

We should all be aware of flu, a potentially deadly, and preventable, disease. There is no shortage of myths, misinformation and bad advice when it comes to the flu and the flu vaccine. See below for a few flu myth busters!

MYTH

I will catch the flu from the vaccine



The flu vaccine is made from an inactivated virus that can't transmit infection. So people who become ill after receiving a flu vaccination were going to become ill anyway. It takes a week or two to get protection from the vaccine, but people assume that because they got sick after getting the vaccine, the flu vaccinations caused their illness.

MYTH

I am healthy so I don't need to get vaccinated



While it's especially important for people who have a chronic illness to get vaccinated, anyone can get the flu, even healthy people. And if you catch it, you can pass it on to those who are at more risk of serious illness. This could include your friends, family or work colleagues.

MYTH

The flu is just a bad cold



While the flu may cause bad cold symptoms like sore throat, runny nose, sneezing, hoarseness, and cough, it is so much more than just a cold. Flu can be fatal and still accounts for 8,000 deaths in England every year.

MYTH

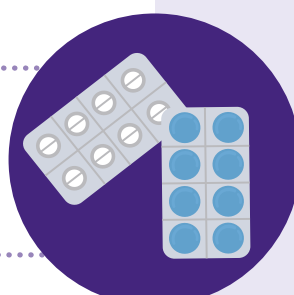
I was vaccinated last year so I don't need to get it again



The flu virus changes (mutates) each year. So getting vaccinated each year is important to make sure you have immunity to the strains most likely to cause an outbreak.

MYTH

I have the flu so I must need antibiotics



Antibiotics work well against bacteria, but they aren't effective for a viral infection like the flu.

Your Puzzle Challenge

Quiz Of The Day

- Which novel by J.P. Donleavy charts the racy misadventures of the book's protagonist, Sebastian Dangerfield?
- On which London thoroughfare did King James I keep his aviary?
- Which chemical, with the formula H₂O₂, is used as an oxidant and bleaching agent?
- Epistaxis is the medical name for which common complaint?
- Which brand of beer did brewers Shepherd Neame advertise with the slogan: 'Downed all over Kent, just like the Luftwaffe'?
- In which joint of the human body would you find the trapezium bone?
- English actor Kit Harrington is best known for playing the role of Jon Snow in which globally successful TV series?
- Brontophobia is the irrational fear of what?
- What are the chemical elements with the atomic numbers 9, 17, 35, 53 and 85 collectively known as?
- Which fictional horse lived with Ginger and Merrylegs?

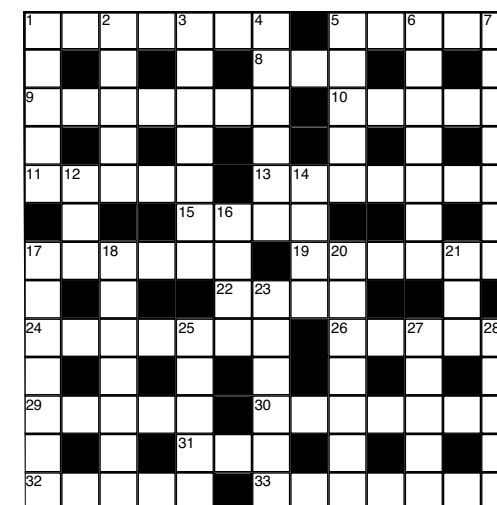
Quick Crossword

Across

- Enchanting (7)
- Watery liquid (5)
- Unit of electrical resistance (3)
- Souvenir (7)
- Scottish region (5)
- Move to music (5)
- Neck of land (7)
- Flexible stick (4)
- Bather (anag.) (6)
- Made amends (6)
- Republic of Ireland (4)
- Censure (7)
- Indian prince (5)
- Heavy pole (5)
- Strong feeling (7)
- Household god (3)
- Very hard mineral (5)
- Struggled (7)

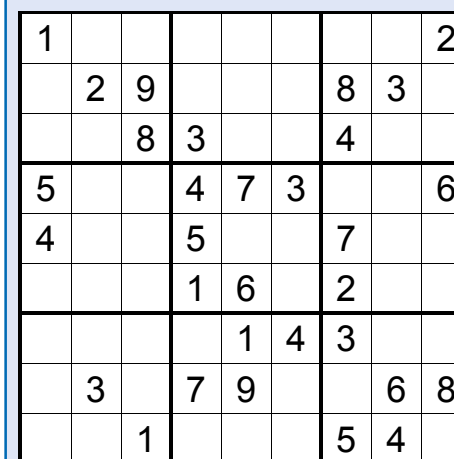
Down

- Acted silently (5)
- Waif (5)
- Join (7)
- Pay a short visit (4,2)
- Clever (5)
- Diet (7)
- Maltreated (7)
- Ventilate (3)
- Scorch (4)
- Discreet call for attention (4)
- Two-wheeled vehicle (7)
- Raise to nobility (7)
- Insubstantial (7)
- Age (3)
- Put in (6)
- Ahead of time (5)
- Spin rapidly (5)
- Filleted (5)



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.



Transformer

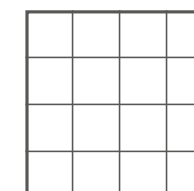
Add the given letter or letters to the first word to make a new word. **Clue:** Turn to embrace engine noise.

___ + C = C ___

Magic Square

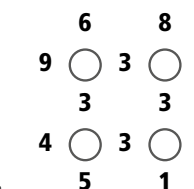
REGAINED BIRDCAGE

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.



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:
1 The Ginger Man; 2 Breath; 19 Alone; 22 Fire; 24 Condemn; 26 Navaho; 29 Caber; 30 Emotion; 31 Lar; 32 Emery; 33 Tussled.
TRANSFORMER: Hug + C = Chug.
MAGIC SQUARE: bare; add; mng; edge.
EQUALISER: divide; add; subtract; multiply; Total: 10.
WORD PYRAMID: Thunder; 9 Halogens; 10 Game of Thrones; 8 Spirit; 6 The West; 7 Porridge; 4 Nose bleed; 5 Bridge Walk; 3 Hydrogen.
QUICK CROSSWORD: Across: 1 Magical; 5 Ament; 8 Ohm; 9 Memento; 10 Angus; 11 Dance; 13 Serun; 8 Ohm; 9 Memento; 14 Bicycles; 18 Misused; 12 Air; 14 Seag; 16 In; 5 Smart; 6 Regimen; 7 Clockwise from top left: 10. **TRAIN OF THOUGHT:** Wedge.
SUDOKU:
8 7 1 2 3 6 5 4 9
2 3 4 7 9 5 1 6 8
9 6 5 8 1 4 3 2 7
3 8 7 1 6 9 2 5 4
4 9 6 5 8 2 7 1 3
5 1 2 4 7 3 9 8 6
6 5 8 3 2 7 4 9 1
7 2 9 6 4 1 8 3 5
1 4 3 9 5 6 8 7 2

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 nine cheeses 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?

669 927 355 212 433 327 136 825

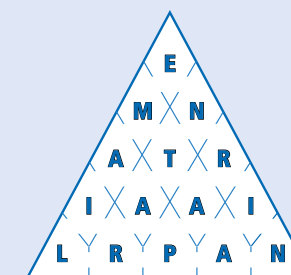
314 568 237 837 122 377 445 591

727 637 261 767 833 678 193 675

393 253 123 517 237 317 331 534

237 837

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?

— E — —

- a tapered piece of wood;
- a stroke in cuneiform characters;
- a golf club;
- to crowd closely.

UTIs* ARE THE SECOND MOST COMMON TYPE OF INFECTION IN THE UK.

To help avoid UTIs:

1 to 3 is healthy wee,
4 to 8 you must hydrate.



**PERSONAL
HYGIENE:**
KEEP YOUR
PRIVATE PARTS
CLEAN

**HAVE
8 BIG
DRINKS
A DAY**

IF YOU HAVE ANY OF THESE SYMPTOMS, GO TO YOUR GP:

*urinary tract infections

Needing a wee more often.

Pain or discomfort
when having a wee.

Pain in your lower
back or lower tummy.

High temperature.

