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NHS Foundation Trust

# news @ Medway

Spring 2019

Life-saving screening  
at Medway  
- Fergus' story



**Best** of care  
**Best** of people

Inside:

- **Living with diabetes** - Kevin celebrates 55 years of good health
- **Grow my Brain** - giving babies the best start in life



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## News@Medway

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INTRODUCTION BY  
CHIEF EXECUTIVE  
**James Devine**



# A spring in our step as we bid winter goodbye

Welcome to the latest issue of News@Medway.

Spring is finally here, and as the first shoots appear, I would like to reflect on winter, the busiest time in NHS hospitals across the country.

We saw a large number of patients who were very unwell and required admission to hospital, and our staff worked hard to prioritise the most sick and safely discharge those who could go home.

I would like to thank our staff for their dedication in providing care for our community. Our local residents did their bit too by looking after their health and using their local pharmacies and GPs for their less urgent health needs.

Throughout the winter the majority of people coming to our Emergency Department were seen by a doctor within four hours – however a small number of patients did experience longer waits than we would have liked. Although these waits can be frustrating for patients, the vast majority were very complimentary about the care they received and understood the pressures our staff face. We would like to apologise and

thank them for their patience and understanding.

We know that an Emergency Department isn't the ideal place to be and it is our aim to ensure that people spend as little time as possible there before going home or to a specialist ward.

Now as we head towards the warmer weather we must continue to focus on getting things right for our community; that means ensuring our patients spend less time in the Emergency Department and improving flow throughout the organisation to reduce unnecessary delays.

We still have more to do at Medway but I am confident that we are heading in the right direction. We put patient care at the heart of everything we do and our aim is to ensure our patients receive brilliant care, from highly trained staff, in the right place and at the right time, every time. It's our duty to you to achieve this, and I remain committed that we will.

# Top marks for midwifery team

The Trust's maternity unit has been ranked highly by mothers in the Care Quality Commission's (CQC) 2018 Maternity Survey.

The national study, carried out partly by the Picker Institute Europe, is published annually by the CQC to provide feedback on the experiences of women using NHS maternity services in England.

Findings from the analysis show that 100 per cent of respondents said the Trust treated them with respect and dignity, while a further 100 per cent said they had confidence in staff.

Head of Midwifery Dot Smith said: "We are incredibly proud that the brilliant work being carried out by the has been reflected in the study."



# Gary sees porter power in action

They walk around 2,000 miles a year and are among the most familiar faces on the hospital corridors. Our porters provide a vital service, conveying patients between wards and theatres, taking them for x-rays, and collecting blood samples for testing in the pathology lab. Gary Lupton, the hospital's Director of Estates and Facilities, donned a uniform and went back to the floor to get first-hand experience.

Gary found that his portering buddy Debra Carey (pictured with him) not only had a positive relationship with colleagues on wards across the trust, but also formed a bond with the patients she supported, keen to check on their progress while in hospital.



"From seeing so many porters on the corridors it is clear the level of commitment and engagement with the public and patients is amazing. They really do demonstrate our values and are great ambassadors for our trust. It is something that made me very proud," he said.



# Launch of blanket scheme to reduce falls

We are encouraging the use of colourful blankets on our frailty ward to help our older patients, particularly those with dementia, find their way back to bed. We are hoping this will reduce inpatient falls as the colours will allow patients to see the edge of the bed more easily.

The first blanket has already been kindly donated by the Walderslade Knit and Natter group but we still need plenty more. They can only be used by one patient, who will be able to take the blanket home with them.

If you are able to donate, blankets must be three foot wide and can be quilted, knitted or crocheted, but new wool and material must be used to reduce the risk of infection.

# Teddy Bear Hospital open to new patients!

Our Teddy Bear Hospital, where children get a chance to treat their teddies by giving them a full hospital check-up – including an MRI scan – will be hosting more dates this year.

Spaces at these very popular events are going fast, but are still available on:

- Thursday 30 May – afternoon
- Thursday 26 September – afternoon
- Thursday 24 October – morning and afternoon

All sessions will be held in the Postgraduate Medical Centre at Medway Maritime Hospital.

If you would like your child to join one of these sessions then please book your place by contacting Community Engagement Officer, Krishna Devi at [krishna.devi@nhs.net](mailto:krishna.devi@nhs.net) / 01634 830000 ext 8978 or Gemma Wrighton at [gemma.wrighton@nhs.net](mailto:gemma.wrighton@nhs.net)



# Innovative screening means more peace of mind for mums

Vasa previa is a rare, but potentially fatal, condition in pregnancy. The Fetal Medicine Unit at Medway is the only hospital which routinely scans pregnant women for this condition.

by Jodie Moore

If left undetected, vasa previa can be fatal for a baby. Mother-of-two, Alison Alexander gave birth to her son Fergus at Medway in 2014, after discovering at her 22-week scan that she suffered from the condition.

In a normal, healthy pregnancy, the blood vessels running between the fetus and the placenta are contained in the umbilical cord. With vasa previa, some of the blood vessels grow along the membranes in the lower part of the uterus at the opening of the cervix, so these essential blood vessels are not protected by the umbilical cord

*“If it is not discovered until the woman goes into labour, sadly the survival rate is around 30 per cent. We will always check for vasa previa.”*

isn't picked up until the mother is in labour. When the condition is detected during pregnancy, the fetal survival rate is between 98 and 100 per cent. If it is not discovered until the woman goes into labour, sadly the survival rate is around 30 per cent. We will always check for vasa previa.”

“I was told straightaway that I would have to have a planned caesarean and that my baby would have to be born prematurely”, said Alison. “The risk gets greater as the pregnancy progresses and contractions could burst the blood vessels. I also had to go in for scans every couple of weeks for monitoring.”

Fergus was born by planned caesarean at 34 weeks, six weeks prematurely.

“He was on the special care baby unit for a while due to being premature, and there were a few issues with his breathing”, says Alison. “But it went about as well as it could have under the circumstances. We both stayed in the hospital for three and half weeks after his birth.

“It is very worrying to think that it's likely the condition would not have been picked if I had had my scan at a different hospital. The whole team, Professor Akolekar, Dr Beta and all the midwives were just amazing right from the start. I feel incredibly grateful and very lucky.”

or the placenta. If the condition is not detected in advance, the blood vessels can rupture during labour, causing massive blood loss for both mother and baby and potentially resulting in a stillbirth.

“It was very scary when I was told I had vasa previa”, says Alison. “I had never heard of it before. But I understood that my baby was healthy and it was a problem with the actual pregnancy, not him – but this problem posed a risk to the baby so it was very serious.”

Screening for vasa previa is not part of the routine 22-week scan, however here at Medway we have been routinely screening for the condition since 2013. “The concern with vasa previa”, says Professor Ranjit Akolekar, Consultant in Fetal Medicine and Obstetrics and Clinical Lead for Fetal Medicine at Medway, “is that it often



● Baby Fergus in the special Care Baby Unit, and (left) with mum Alison





# Kevin celebrates 55 years of good health with diabetes

The serious and lifelong condition can cause blood glucose level to become dangerously high if not managed properly, and requires rigorous blood testing and daily insulin injections.

by Will Chambers

Sittingbourne resident Kevin Jones was diagnosed with Type 1 diabetes as a 10 year old on Boxing Day in 1964.

In his adult life Kevin has attended regular clinics as a patient of the Trust and with the support from doctors and specialist nurses, along with his beloved wife Jackie, he continues to maintain an excellent level of health, having never been hospitalised due to a diabetic complication.

Kevin, now 65, says he has always found the support and advice from the Trust's staff, particularly consultant Dr Andrew Gough, instrumental: "It was a really tough learning curve at first, because you need to learn a lot, and quickly; it can be very stressful to manage diabetes without the proper support.

"No one can look after you more than yourself, and this is the attitude that I have always had, but Dr Gough and his team have been vital to me over the years. He [Dr Gough] is brilliant, he's so friendly and easy to talk to, and the treatment I have received has been great.

"I've been a patient of the Trust for so long now, almost 30 years; I have fond memories of visiting the Peter Simons Diabetes Centre at Medway Hospital.

*"The staff have always helped educate me about my condition so I am in control and can safely manage diabetes"*

"The staff have always helped educate me about my condition so I am in control and can safely manage diabetes – everyone has been so caring and they provide me with advice and support whenever I need it."

Along with the support from the Trust, Kevin says the development of treatment has been crucial in helping him to manage his condition so carefully: "I remember in the early days, we had to inject insulin with big glass syringes and long sharp needles, and the only way we could keep a track of blood glucose levels was through a really complicated urine testing system.

"Now I check my blood glucose levels painlessly with my flash glucose monitor and inject insulin within seconds using a portable pen – it's

brilliant! You cannot compare today's technology to how we used to treat diabetes then."

Kevin says his positive attitude and awareness of his condition has allowed him to live life to the full: "It has never stopped me from doing anything I have wanted; from travelling the world, to playing sport regularly and working in a full-time job.

"It has been a lot of hard work, but the advances in technology and the amount of support I have been lucky enough to receive has been invaluable."



● Kevin, pictured right with his wife Jackie, was awarded the Alan Nabarro medal in 2014 to mark 50 years of living with Type 1 diabetes





# Healthy by association

We're all familiar with doctors and nurses in hospitals, but over recent years an increasing number of new specialist roles have been established in the NHS to help us deliver patient care. Physician Associates (PAs) are one of the newest roles to be created in the NHS. In this feature we find out what they do.

by Ben McArdle

"Physician Associates started out in America," explains Pam Trangmar, one of the Physician Associates working at Medway. "After the Vietnam war, there was a shortage of doctors in the US to provide care for people across the country. But returning from the war were a lot of very experienced, capable combat medics. They had the experience of treating people, but they didn't have the full formal training that a doctor had. So rather than let that experience go to waste, they trained up just three – to start with – in the medical model and the Physician Associate was created."

Although now well-established in the USA, where there are more than 120,000 working across the country, PAs have only been working in the NHS for about 10 years. Distinct from the duties of nurses and the in-training roles of junior doctors, among the

duties PAs are trained to undertake are taking histories from patients, carrying out physical examinations and drawing up treatment plans, with the final approval of their plan being undertaken by an experienced hospital consultant.

*"We allow the doctors to focus on the more complex cases"*

"We work mainly with chronic [recurrent] conditions. It means that we can free up doctors to deliver care for patients who are having an acute episode and who need care more urgently," Pam explains. "We're included as part of the medical team, and we get given jobs to do on ward rounds just the same as doctors do,

but we allow the doctors to focus on the more complex cases."

PAs undertake a post-graduate degree (Masters degree) over two years, which includes a substantial amount of on-the-job training in both GP surgeries and hospital environments. To ensure that their skills are kept fully up to date, PAs must take a recertification exam every six years.

There are now 10 Physician Associates working across the hospital, with four in the Emergency Department as well as others in orthopaedics, surgery and other specialisms – and the hospital is looking at expanding the numbers of these capable professional on its staff. With the Trust's commitment to deliver Brilliant care to our patients, the Physician Associate will be playing an important part in giving our community the care that they deserve.



# Poo doesn't have to be taboo

Bowel cancer is the fourth most common cancer and the second biggest cause of cancer deaths. However, the disease is treatable and curable, especially if diagnosed early – an estimated nine in 10 people will survive bowel cancer if diagnosed at the earliest stage.

by Jodie Moore

All men and women aged 60 to 74 who are registered with a GP in England are sent a bowel cancer screening kit every two years to test for blood in poo. It may feel a little embarrassing or unpleasant – you collect a small sample of your poo and send it to a laboratory for testing – but it is a proven way to check if you could have cancer.

Sittingbourne resident Marion Paterson, 74, (pictured) knows only too well the importance of bowel cancer screening. "After sending my sample in, I got a call saying the results were abnormal," says Marion. "I was advised to have a colonoscopy. I admit I was very frightened because I had had one a few years ago and it wasn't a nice experience at all. But Karen, Bowel Cancer Screening Practitioner at Medway, put me at ease straightaway. She explained the whole procedure to me, and even said she'd be in the room with me while I had it.

A colonoscopy is when a thin flexible tube (a colonoscope) with a tiny

camera on the end is inserted into your rectum to look inside your bowel. It looks for abnormalities like polyps which are small growths on the inner lining of the colon or rectum. While most polyps turn out to be harmless, some types – called adenomas – may eventually become cancerous if not removed.

*"Everyone started... singing Living Doll to me...I didn't feel a thing!"*

Marion says "Everyone was so lovely. The Colonoscopist, Mr Will Garrett, said I should think about something nice, so I told him I loved Cliff Richard. Everyone in the room sang *Living Doll* to me throughout the whole procedure. I didn't feel a thing!"

Thankfully, the polyps that were removed during Marion's colonoscopy were not cancerous but had she not sent in her sample when she received

her testing kit, the outcome could have been very different.

Marion, who has two children and eight grandchildren, now says she wouldn't mind going through it again. "Yes it's embarrassing", she says, "but you have to forget about all that and just remember that it's better to find out as soon as possible if you've got something nasty. Don't wait."

## The NHS Bowel Cancer Screening programme

- Men and women aged between 60 and 74 years old are invited for bowel screening (home test kit) every two years.
- Bowel scope screening is a new test for men and women in England aged 55. If you are registered with a GP and live in an area where the test is available, you will automatically be sent an invitation. Call the free bowel cancer screening helpline on 0800 707 60 60 to check if it's available at your GP practice.





Spotlight on...

# Housekeeping

More than 4,000 people work at Medway Maritime Hospital, carrying out a wide range of roles, all focussed on providing the best of care to our patients.

This means that no matter when you visit, there will always be staff working hard to create a pleasant and safe environment for all of our patients, visitors and staff.

Our Housekeeping Team has a vital role in carrying out this task, while also supporting the delivery of clinical

care and providing those crucial extra touches that make a real difference to our patients.

The Trust's Head of Housekeeping, Wendy Thomas explains: "Our team is made up of around 300 staff who work 24/7 to keep the hospital consistently clean and free of infection.

"The staff carry out a variety of day-to-day roles, from specialised cleaning on the wards and operating theatres, to serving food and drinks, and liaising with doctors and nurses. There's not an area of the hospital that the team doesn't visit on a typical day!

"Housekeeping is not just about this, though; we always strive to go above and beyond to provide extra moral support to our patients and their

families – whether its making that extra cup of tea or offering reassuring advice during times of difficulty.

"From a personal perspective, I am really proud to look after a group of staff who are so genuine and passionate about their role and the people that they help to care for."



● Senait Mehari, Housekeeper



● Jeannette Payne, Hostess



## Trust pays tribute to long-serving housekeeper Haqiq Singh

The Trust was deeply saddened to learn of the death of long-serving housekeeper Haqiq Singh over the Christmas period. Haqiq joined Medway in 1990 and throughout his 29 years here worked across a number of departments and was known and loved by so many. Although personal circumstances only allowed Haqiq to carry out his role on a limited basis, he will be remembered for his dedication to his work, smile and caring personality.

# Your Say

Your feedback from  
[www.nhs.uk](http://www.nhs.uk)

“

I was treated promptly within 15 minutes of my arrival at the emergency treatment room. The ENT on call consultant and nurse were supportive, clear and kind, and I was treated quickly with a follow up offered to fit my plans. I can't fault the care and quick treatment I was given, having spent several nights awake in pain. Thank you.

”

“

We had an appointment at 9am for an ECG and then had to join the queue for an X-ray. We arrived at 8.50am, the ECG was done at exactly 9am and we were in the X-ray Department at 9.10am. By 9.25am we were in the restaurant eating breakfast! A really good hospital experience.

”

“

The service my son received in A&E was amazing. Every member of staff was welcoming and friendly, and took the time to explain things.

”

“

Arrived in car park at 2.05pm, and was seen by a nurse within 15 minutes. I then had an ECG done, bloods taken, was sent for an X-ray, saw a doctor within 20 minutes of the X-ray, and was sent home in just under two hours. All the staff were amazing, very kind, caring and helpful. Thank you very much.

”

## 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](http://www.nhs.uk) – or by filling in a feedback form from the hospital's main reception.

Medway NHS Foundation Trust

Medway\_NHS\_FT

MedwayNHS

Top tweets

**Tori @ToriRHolloway**

Such a wonderful bunch of people working at Medway Hospital trying to get me better. Doctors, nurses, porters, cleaners – all of them. Particularly the SMART Team as well in my case. Appreciate them all and most definitely the #NHS

**James Devine @JamesDevineNHS**

Thank you to our fantastic staff who despite the weather are being as awesome as ever! #BestOfPeople #Proud @Medway\_NHS\_FT

**Rehman Chishti @Rehman\_Chishti**

Congratulations to the brilliant midwifery team @Medway\_NHS\_FT which has been shortlisted for the prestigious @MidwivesRCM 'Midwifery Service of the Year' award! Huge congratulations to them!





# Grow my Brain gives babies the best start in life

An exciting campaign aimed at new and expectant parents has been launched across Medway. The Grow my Brain campaign aims to raise awareness of the importance of bonding with babies in the womb, and the first 1000 days of a child's life.

by Jodie Moore

Studies show that investing in a child's early development is crucial for their future health and wellbeing. Connections built in a child's brain in the first years of life are the building blocks of their future, and for them to develop properly children need to be nourished and nurtured from pregnancy right through the early weeks, months, years and beyond.

Grow my Brain is the "brain" child of Medway NHS Foundation Trust's Lead Midwife for Infant Feeding, Jo Maynard. "I wanted to find a way to reach new parents without it being just another thing they were "told" to do", said Jo. "We have been promoting these interactions for years, but have never had a good way to present them."

Jo came up with the eight interactions to encourage parents to bond with their children and put out a plea to colleagues for someone who could draw. Trude McLaren, Senior Sister at the Trust's Birth Place has a background in arts, and has been illustrating and creating books for her nieces in her spare time.

Trude said, "I was inspired to participate in the campaign because I, like Jo, spent lots of time talking to parents about the importance of interactions which promote brain development but without a good tool to do it with. I was used to

● Trude McLaren (left) with her illustrations, alongside Dot Smith and Jo Maynard

bringing a story to life with pens and paints and I knew my illustrations could make that happen."

Dot Smith, Head of Midwifery at Medway NHS Foundation Trust said: "This is a fantastic positive message for our community and focuses on how nurturing a child's development from pregnancy onwards can have great benefits to the infant and mother's mental health, reduce the risk of stillbirth by raising awareness of foetal movements in pregnancy and promote general awareness in terms of safeguarding children. I am so proud of our midwives for coming up with this idea and bringing it to the community."



“ This is a fantastic positive message for our community ”



# Placing quality at the heart of care

by Michael Addley

Each year we work with our patients, staff and commissioners to agree a number of quality priorities for the Trust.

This is a really important way of ensuring that we can continue to improve the quality of our services – providing the brilliant care that our patients expect and deserve.

Ideally, quality priorities should reflect the biggest challenges faced by the Trust and make sure we are focusing on the right things. That's why it's so important that we get them right, and that's where you come in.

We have devised an initial set of quality priorities and we want to seek your views on whether you feel we are concentrating on the right things. These have been based on a

wide range of evidence including progress against the priorities set last year, learning from complaints and incidents and themes from Care Quality Commission inspections.

We would like to know what each of these means to you in relation to care:

- Safe
- Effective
- Patient-centred
- Well-led



Please let us know what's important to you under each of these headings by emailing [met-tr.members-medway@nhs.net](mailto:met-tr.members-medway@nhs.net)



# Baby-Friendly is best for Medway's mothers and babies



Our maternity unit has been awarded the prestigious Baby Friendly Award, achieving international recognition from Unicef (United Nation's Children's Fund).

The Baby Friendly Initiative, set up by Unicef and the World Health Organisation, is a global programme which provides a practical and effective way for health services to improve the care provided for all mothers and babies. Unicef works with UK public services to protect, promote, and support breastfeeding and to strengthen mother-baby and family relationships. Support for these relationships is important for all babies, not only those who are breastfed. The award was given to our maternity unit following a rigorous

assessment by a Unicef team which showed that recognised best practice standards are in place. By achieving this award, our maternity unit has demonstrated that it offers the highest

level of care and support for mothers in forming strong and loving relationships with their babies. This is fantastic news for the families of Medway and Swale.



Some of our brilliant midwifery staff

# Are you passionate about helping others?

If so, you could become a Shared Lives carer and support adults with additional needs.

Many people across Medway have already trained to become Shared Lives carers and have opened up their homes to an adult who needs a helping hand.

The scheme gives adults with learning difficulties and disabilities the extra support they need, from learning new skills such as cooking to making new friends. It provides them with a home, away from their family, giving them the opportunity to live more independently and stay out of institutional care.

It is a rewarding role, as Linda, who is in her 60s, found out when she became a Shared Lives carer to Sandra, also in her 60s, and who has a learning disability. Linda decided she wanted a slower pace of life after working as a foster carer, but was keen to stay active and have an income. After a three-month assessment process she became a Shared Lives carer and was introduced to Sandra, who had been living with her mother until she was no longer able to care for her.

Linda said: "It makes me very contented knowing I'm helping Sandra."

If you could help an adult with support needs, visit [www.medway.gov.uk/sharedlives](http://www.medway.gov.uk/sharedlives)



"It makes me very contented knowing I'm helping Sandra."



# Dementia Therapy Garden Appeal



by Donna Law

In the depths of winter, the seeds were sown for a sensory dementia therapy garden, which will be coming to Medway Maritime Hospital in late spring.

To make this a reality, we need your help – either in the form of a monetary donation, gardening goods or sensory plants.

The response so far has been incredibly positive with a generous £5,000 initial donation from our very own Medway League of Friends, with more pledged.

Dan Barnes, Chatham branch manager, at timber and builders merchant Travis Perkins, has offered supplies and students at Mid Kent College and Maundene Primary School have offered to volunteer in the garden.

April Thompson, Head of Therapies, said: "Hospitals are a fast paced, busy environment and can feel like a very scary and daunting place. This level of anxiety is often heightened in patients with conditions such as dementia. They can experience an increase in aggression, pacing and unusual behaviours due to the anxiety associated of being in an unfamiliar environment where they lose their identity, independence and autonomy."

Chief Executive James Devine thanks Dan Barnes for his support



Therapies staff April Thompson and Jenny Holliday in the garden

"Studies have shown that time spent in natural environments, such as gardens, can help reduce these adverse effects. It allows for a calm and quiet space for patients, their families, friends and care givers to relax away from the hectic environment of the clinical setting."

"We are raising money for a new therapeutic, sensory dementia friendly garden at the hospital which will provide this vital space and enable patients the opportunity to take part in gardening activities as part of their therapy rehabilitation treatment."

## How you can help:

- £5 could pay for a watering can
- £10 could pay for a garden spade or fork
- £15 could pay for a decorative wind spinner
- £40 could pay for a plastic cold frame
- £100 could pay for a storage shed for our equipment or for patio furniture for our patients.

Whatever you can spare would be much appreciated by the team. The Just Giving Link is [www.justgiving.com/campaign/dementiatherapygarden](http://www.justgiving.com/campaign/dementiatherapygarden)

If you would like to donate goods, please email Jenny Holliday at [jenny.holliday@nhs.net](mailto:jenny.holliday@nhs.net) or call 01634 830000, extension 3425 to discuss how you can help.



# Charity news



## Women benefit thanks to generous fund-raisers

by Donna Law

**An incredible group of supporters has raised more than £38,500 towards a piece of breast cancer equipment.**

The Medway and Swale (West) Association for Breast Cancer initially made a £25,000 donation towards the Faxitron Biovision machine, a state-of-the-art scanning machine, which allows our breast cancer surgeons to examine extracted tumours mid-surgery, minimising the need for future operations.

They then went on to raise a further £13,906 via an auction of promises, charity evenings organised by the Rainham Flower Club and Nashenden Women's Institute. The Ladies of Gillingham Tangent Club also made a donation and the Walderslade Village Knit and Natter Group donated their takings from their sales of work.

Angela Blackwell, vice chairman of the support group, said: "Many friends and acquaintances have also made

very generous donations over a period of time. Overall it tells a story of how kind and generous local people have been, and I know that the hospital is very grateful. It is great that local breast cancer patients will now all benefit from this equipment."

The Biovision machine cost £63,500, with the balance being funded by The Medway Hospital Charity.

Mr Ibrahim Ahmed, consultant breast cancer surgeon, said: "This is the only machine of its kind in the hospital. Around 60 patients a month are benefitting from having this piece of equipment. It is a great addition to our work and we are very thankful to the Medway and Swale (West) Association for Breast Cancer for their hard work and their continuing support."

The group also donated an additional £400 for a partial kit for breast prostheses.



Medway and Swale (West) Association for Breast Cancer members with Mr Ibrahim

## Knitting appeal

With Easter just around the corner, we're looking to galvanise our army of knitters to get their needles clicking!

As well as our chicks, this year we have bunnies, ducks and daffodil patterns available on our website.

Some of these need items to be filled with chocolate eggs, so if anyone can donate some crème eggs (or similar), that would be amazing.

Our fundraising team will be selling the knitted goodies in our hospital reception, so make sure to look out for them.

Last year, we raised almost £1,500 and, with the support of our knitters and buyers, we hope to beat this total!

For more information, please email [medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net) or call **01634 825398** or download the patterns from our website at [www.medway.nhs.uk/knitting-appeal](http://www.medway.nhs.uk/knitting-appeal)



## Upcoming events

### Quiz night

**Friday 10 May, 7pm, hospital restaurant**  
£6 per person. Bring your own drinks and nibbles.

### Superhero Charity Run

**Sunday 23 June, Great Lines Heritage Park, Gillingham**

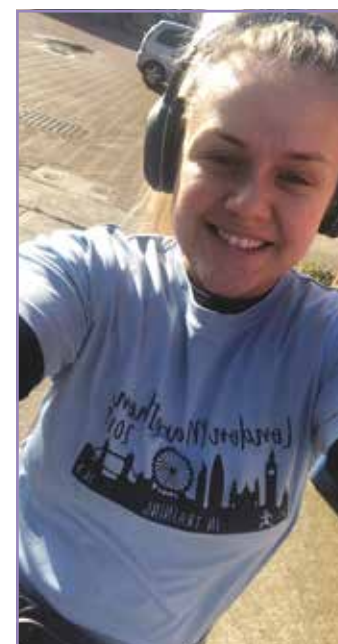
Run, walk, fly or teleport your way around our 5K family friendly course. Please contact us to secure your place.



[medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net)



**01634 825398**



## Running to say thanks

Good luck to Joanne Strudwick, an Emergency Care Support Worker with the South East Coast Ambulance Service, who will be running the London Marathon on 28 April to say thank you for saving her sister's life.

Joanne said: "I am raising money for three wards: the Intensive Care Unit to say thank you for keeping Kelly alive while she battled sepsis, Phoenix Ward, where a healthy Kelly now works as a Health Care Assistant, and the Oliver Fisher Special Baby Care Unit."

We also like to say good luck to Dominic

Clare, who will be running the London Marathon in memory of his late father.

Francis Clare died of Chronic Obstructive Pulmonary Disease (COPD) and was cared for by our wonderful staff.

Dominic said: "As a family we would like to do something positive to reciprocate the kindness of the staff during this difficult time and we are asking for donations to be made to Bronte Ward in Dad's memory."

To donate to either runner, please email [medwayft.charity@nhs.net](mailto:medwayft.charity@nhs.net) and we will forward you the link.



# Supporting our staff to support others

Our staff are passionate about providing the very best care for our community and are there for our patients at every step of their healthcare journey. However, it can sometimes be easy to forget how emotionally draining this can be for them too.

by Michael Addley

Of course our staff can receive emotional support from their colleagues and loved ones, but we also want to be able to provide a formal network for them to be able to talk through their own personal experiences.

Schwartz Rounds were developed by the Schwartz Centre for Compassionate Healthcare in the USA and are overseen by the Point of Care Foundation in the UK. They are now running in a number of organisations in the UK; this hospital was the first one in this region to offer them to its staff. The main purpose of Schwartz Rounds is to promote empathy and compassionate care for staff and therefore our patients.

They provide a structured forum for clinical and non-clinical staff from all disciplines to discuss difficult emotional and social issues that arise in caring for patients.

The discussions that are held are entirely confidential and take place within a safe environment. Their purpose is not to solve problems, but to explore the human aspects of delivering care and the challenges that staff face.

A typical Schwartz round sees a panel of staff from a range of roles discuss a single case that they found emotionally challenging, followed by a facilitated conversation where staff in the audience can also share their own experiences of similar issues.

The facilitator plays a critical role in soliciting personal experiences and managing difficult conversations.

Dr Janette Cansick, Co-Clinical Lead for Schwartz Rounds explains their importance: "Schwartz Rounds allow staff to get together, share experiences and acknowledge how tough, but ultimately rewarding our jobs can be. Having a better understanding of the emotional impact our work has on us personally and as teams, enables us to work better as a team, feel more supported in work and more able to provide compassionate care. It is a privilege to undertake this work to support staff and ultimately improve patient care at Medway."



# National recognition for new training scheme

A new training programme helping overseas trained doctors get to grips with delivering NHS care in Medway has been shortlisted for two major healthcare awards.

by Ben McArdle

Implemented by Dr Manisha Shah and our Simulation Team, the 'Medical Training Initiative (MTI) for Overseas Physicians' is one of just six national education projects up for a prize at the BMJ Awards in April, and is also in the running for 'Training and Development Initiative of the Year' at the HSJ Value Awards in May.

With a national shortage of doctors, overseas trained medics can help hospitals fill staffing gaps – but the change to working in an NHS environment is not always easy.

Dr Shah explains: "Doctors are experts in providing medical care, but in many countries they are used to being the only perspective in delivering that care.

"Listening to what patients want and what other doctors think, not just making a decision just on their own judgement, isn't how some doctors are trained in other countries.

"Our training programme supports overseas trained doctors in developing communications skills to listen to

patients and colleagues, but also giving them the confidence to assess their own expertise in a collaborative way."

The MTI is delivered in just one week through a mixture of talks and hands-on simulation exercises, supporting doctors to fit in with NHS culture, working practices and values.

As well as communication, the course develops decision-making, teamwork

and leadership skills, along with confidence on some clinical care procedures that are less common outside of the NHS.

Dr Shah adds: "These are great doctors, who are able to provide our patients the great care they deserve. We are just developing their confidence and skills to so they can give their best in an NHS environment."



## More award success!

The Trust's midwives were crowned 'Midwifery Service of the Year' at the prestigious Royal College of Midwives Awards in March (find out more about this in the next edition of News@Medway).

Elsewhere, our staff have been further shortlisted for two prizes at the HSJ Value Awards in May, with Consultant Anaesthetist Dr Tara Rampal and her team recognised for launching Medway's Prehabilitation Unit, and Inpatient Diabetes Specialist Nurse Amanda Epps commended for creating the Diabetes Specialist Nurse Professional Forum.



# Members' Corner

Welcome to our dedicated section for members of Medway NHS Foundation Trust

## Your views are important to us

The Trust holds six members' events each year, all aimed at ensuring that our members have an opportunity to discuss some of the key priorities for the Trust. These are valuable events where we can gain feedback on whether we are getting things right for our patients.



We recently carried out a survey to gain your feedback on the events and how we can make them more accessible and more useful for those that attend; thank you to the 142 people who took the time to respond.

It was clear from the feedback that we need to do more to make the meetings more accessible to everyone. Around half of those who responded said they didn't attend because of the time of the event; others found that the hospital was difficult to get to in

the evenings because of the availability of public transport. We are planning to trial meetings at different times and in different locations as well as holding events at the hospital. We realise it won't be possible to please all the people all of the time.

For those that drive, there was concern about the availability and cost of parking; we are happy to confirm that parking at the events is currently free.

Our members also told us that there wasn't enough information about

the topic of the events and a lack of notice prevented people from attending. The topics that people were most interested included information about the hospital, our services, innovation and emergency care.

Of course there is no point in asking for feedback if we aren't going to act upon it, and we are working on making changes to ensure that the members' meetings meet the needs of those who attend – and those who would like to.

We are already doing more to advertise these meetings through GP surgeries, the Trust website, local newspapers, social media and News@Medway. We will also ensure that plenty of notice is given about the date, location and topic of each meeting and that people are fully aware of parking and venue accessibility.

Thank you once again for taking the time to complete the survey; we look forward to seeing you at the next member meeting.



Get in touch

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](http://www.medway.nhs.uk/membership)

Alternatively, if you have any suggestions about future meeting please email the membership office on [met-tr.members-medway@nhs.net](mailto:met-tr.members-medway@nhs.net)

## Meet Neil Gambell – your staff governor



Neil started his career in the NHS with the Medway Health Authority in 1987 and after working in various NHS organisations he 'came home' to the Trust in 2017 as a member of our finance team.

Neil wanted to become a staff governor as 'the NHS is in my DNA and Medway is my local hospital, responsible for looking after my family and friends'.

He believes passionately that the staff are the people who can really make a difference, so when the opportunity to become a governor arose, he decided to grasp it and lead by example.

Staff governors sit on the Council of Governors and represent the interests of staff when holding the Trust's Non Executive Directors to account. In total we have five staff governors – Neil, Raghuvir Chaggar, Tim Cowell, Colin Macleod and Silvia Marin.

Contact them by emailing [met-tr.members-medway@nhs.net](mailto:met-tr.members-medway@nhs.net)

## Dates for your diary

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

If you have any suggestions about future meetings, please do not hesitate to contact Krishna Devi, Community Engagement Officer at [krishna.devi@nhs.net](mailto:krishna.devi@nhs.net)

### Member events

- **The Kent and Medway Medical School – Tuesday 26 March 2019, 6pm to 8pm**, Pilkington Building, Universities at Medway, North Road, Chatham Maritime, Kent ME4 4JB
- **Frailty and Elderly Care\* – Tuesday 14 May 2019**
- **Behind the scenes at Medway Maritime Hospital – Tuesday 9 July 2019**
- **Annual Members' Meeting\* – Tuesday 19 September 2019**
- **Pharmacy and Medicines\* – Tuesday 19 November 2019**

*\*Location and times for these events are to be confirmed.*

### Meet your Governors

- **Tuesday 12 March 2019, 10am to 12pm.**  
Rochester Healthy Living Centre, Delce Rd, Rochester ME1 2EL
- **Thursday 9 May 2019, 10am to 12pm.** Sheppey Community Hospital, Plover Rd, Minster on Sea, Sheerness, ME12 3LT
- **Thursday 6 June 2019, 10am to 4pm.**  
Pentagon Shopping Centre, High St, Chatham ME4 4HY.
- **Friday 16 August 2019, 10am to 12pm.**  
The Forum Shopping Centre, High St, Sittingbourne ME10 3DL
- **Thursday 3 October 2019 10am to 12pm.**  
Main entrance, Medway Maritime Hospital
- **Thursday 28 November 2019 10am to 12pm.**  
Location to be confirmed.

## Check your junk mail!

We have had reports that our Members' emails that we have been sending out are sometimes being caught by junk mail filters on some members' email accounts. If you are signed up to get emails from us, please regularly check your junk mail folder for our messages.





# Getting to know...

## Jo Dron

In our regular feature, we speak to a member of our staff to find out more about what makes them tick. In this issue, **Dementia and Delirium Clinical Nurse Specialist, Jo Dron** discusses her role, her fears, and which celebrities she would invite to a dinner party.

**Q** You've been in your role at Medway for five-and-a-half years. How did you get involved in specialising in dementia and delirium care?

**A** I was a mental health nurse for 30 years working with older adults, and I also spent time as a volunteer with the Alzheimer's Society, which led me into my current role at Medway.

**Q** What is the best part of your job?

**A** Meeting new people every day, listening to their stories, and helping them in any way I can. There is also a fair bit of detective work that comes with being a dementia nurse – this is something that I quite enjoy.

**Q** You do a brilliant job caring for patients, but if you could do any other job (outside of the NHS) what would it be?

**A** I always wanted to be an archaeologist – I even have an undergraduate degree in archaeology.

**Q** What is your ideal way to spend a weekend?

**A** With my family, away from home, on a mini-break by the seaside, somewhere like Whitstable or Rye.

**Q** What's your biggest fear?

**A** I've always had a fear of public speaking, but I'm slowly overcoming that. Other than that it would have to be mice!

**Q** On the theme of creatures, if you could be any animal, what would it be?

**A** I would say a cat, but it would mean dealing with mice! So probably a bird of some description, because I like the idea of freedom and being able to fly.

**Q** What is the first thing you would do if you won the lottery?

**A** The first thing I would do is book a luxury holiday for my entire family, to a large villa in Greece. I'm a big fan of Corfu, we go every year.

**Q** What's the best thing you are watching on tv right now?

**A** Schitt's Creek, a sitcom on Netflix. My husband and I are binge watching it on Netflix at the moment, it's hilarious!

**Q** And finally...if you could invite three famous people (dead or alive) to a dinner party, who would they be and why?

**A** I would go for Brian Cox, the physicist – he is very clever and quite good looking! Also, Will Ferrell, for the comedic value, and Marilyn Monroe, as I think she would tell some interesting stories and bring some much-needed glamour to the occasion.

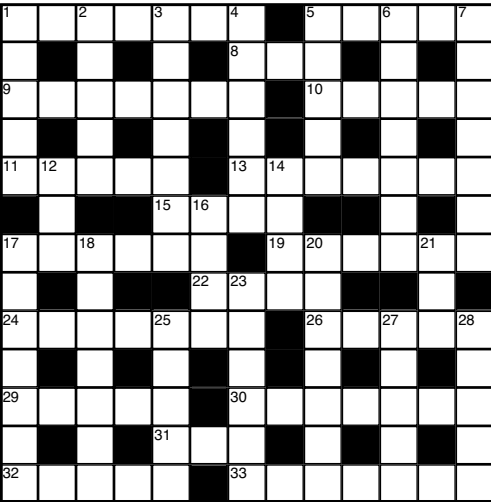
# Your Puzzle Challenge

## Quiz Of The Day

1. Motoring enthusiast John Haynes made a fortune out of publishing what?
2. A statue of which comedy TV character was unveiled in the Norfolk town of Thetford in 2010?
3. Which US male vocal group had a 1991 hit with the song I Wanna Sex You Up?
4. According to the saying, you can't make an omelette without breaking what?
5. Which Nirvana album cover features a baby boy swimming underwater?
6. Singer Kylie Minogue replaced which other female singer as a coach for the 2014 series of The Voice UK?
7. Which African country shares a name with the third largest lake on the continent?
8. Which short motorway connects England and Wales via the original Severn Bridge?
9. What flag is flown when the Queen is in residence at Buckingham Palace?
10. O Captain! My Captain! is a poem by Walt Whitman about the death of which American president?

## Quick Crossword

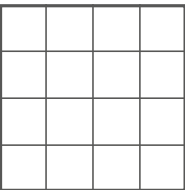
- Across
1. Corrupts (7)
5. Welsh breed of dog (5)
8. Definite article (3)
9. Bitterness (7)
10. Supple (5)
11. Rare article (5)
13. US sunshine state (7)
15. Carbamide (4)
17. Salad ingredient (6)
19. Dusk (6)
22. Flying mammals (4)
24. Curl (7)
26. Pixies (5)
29. Inert gas (5)
30. Artist's studio (7)
31. Biblical priest (3)
32. Mistake (5)
33. Small bouquet (7)
- Down
1. Architectural style (5)
2. Of superior quality (5)
3. Observation post (7)
4. Faster (anag.) (6)
5. Stringed instrument (5)
6. Keeps (7)
7. Imprecise (7)
12. Flying saucer (inf.) (3)
14. Final (4)
16. Gown (4)
17. Row of houses (7)
18. Director (7)
20. Of no benefit (7)
21. Female sheep (3)
23. Reach (6)
25. Large ship (5)
27. Competing (5)
28. Sprinkle (5)



## Magic Square

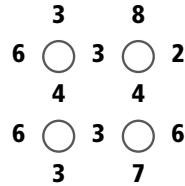
### CREATE GERMAN MICE

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.



## Solutions

- QUIZ OF THE DAY: 1 Car workshop manuals; 2 Colour M&B; 3 Captain Marmalade; 4 Eggs; 5 Nevermind; 6 Jessie J; 7 Malawi; 8 The M&B; 9 Royal Standard; 10 Abraham Lincoln.
- WORD PYRAMID: Lookout; 4 Strate; 5 Cello; 6 Retains; 7 Inevict; 12 Ufo; 14 Last; 16 Robe; 17 Terrace; 18 Manager; 20 Useless; 21 Ewe; 23 Attain; 25 Line; 27 Vying; 28 Spray.
- MAGIC SQUARE: 6 3 8 4 3 2 6 3 6 3 7
- TRANSFORMER: 15 Ure; 17 Tomato; 19 Sunset; 22 Bats; 24 Ringlet; 26 Elves; 29 Argon; 30 Impet; 32 Error; 33 periwinkle; curlewish; barnacle; crab; prawn; otopus; sea urchin; lobster; anemone; goby.
- DIALLING CODES: 10. Captain! My Captain! is a poem by Walt Whitman about the death of which American president?
- WORD PYRAMID: Lookout; 4 Strate; 5 Cello; 6 Retains; 7 Inevict; 12 Ufo; 14 Last; 16 Robe; 17 Terrace; 18 Manager; 20 Useless; 21 Ewe; 23 Attain; 25 Line; 27 Vying; 28 Spray.
- TRANSFORMER: 15 Ure; 17 Tomato; 19 Sunset; 22 Bats; 24 Ringlet; 26 Elves; 29 Argon; 30 Impet; 32 Error; 33 periwinkle; curlewish; barnacle; crab; prawn; otopus; sea urchin; lobster; anemone; goby.
- DIALLING CODES: 10. Captain! My Captain! is a poem by Walt Whitman about the death of which American president?

## Dialling Codes

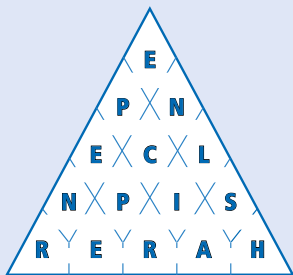
1 [ ] -	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

Spaces and any punctuation marks are represented by 1

Telephone dialling pads combine several letters on one key. Here we have encoded 13 types of rock pool life 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?

737 494 655 312 888 533 474 154  
673 816 877 351 782 734 741 227  
622 531 272 217 729 616 286 787  
173 218 724 461 562 783 712 636  
663 146 29

## 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
- having high moral qualities;
  - impressive;
  - a peer;
  - resisting oxidation.



# We're making Medway brilliant

**NHS**

**Medway**

NHS Foundation Trust

Our Better, Best, Brilliant programme is about putting patient care at the heart of everything we do, ensuring you receive brilliant care, from highly trained staff, in the *right place and at the right time*.

Here are some of the areas we are focussing on:

Improving flow throughout the organisation to reduce unnecessary delays

Working with our staff to **improve culture** - making Medway a great place to work

Ensuring you spend less time waiting in our Emergency Department

Using the **latest technology** to deliver a paperless organisation by 2020



Addressing our financial deficit and ensuring a sustainable future

Providing effective and compassionate care to you as a person, not just treating your illness



**Best of care**  
**Best of people**

**Better Best Brilliant**