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Medway

NHS Foundation Trust

news @ Medway

Winter 2018/19



Special feature:
teddy bear hospital



Best of care
Best of people

Inside:

- **Emergency Department** – new building opens
- **Life after surgery** – our emergency laparotomy 'Survivors Club'

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INTRODUCTION BY CHIEF EXECUTIVE James Devine



Proud to be leading my local hospital

Welcome to the latest issue of News@Medway.

I am very proud to be the new Chief Executive of the Trust and I am looking forward to working with our community, staff and stakeholders to continue to build on our recent achievements.

I was born and raised in Medway and I know how vital it is for the local community to have a hospital that they can rely on. The people of Medway and Swale expect brilliant care and I am absolutely committed to ensuring that this is exactly what they get – equally, I know that our staff are dedicated to making Medway brilliant, and that our ethos of providing the best of care is a genuine and everyday reality.

We know we still have a lot of work to do before we can say that we are in full swing, but we are well on our way.

Our focus is on improving the experience our patients have when coming to Medway – making sure that they are seen within four hours in our emergency department, have their operations without unnecessary delays and get home quickly when they are well enough to leave us.

We must also work more efficiently, getting the very best value for taxpayers' money and addressing our financial deficit – although never at the expense of the quality of the care we provide.

There are many challenges ahead of us, but many opportunities too. I believe the future is bright for Medway and I am delighted to lead this fantastic organisation on our continued pursuit of brilliance – I hope you will join us on that journey.

News@Medway

Editor-in-Chief: Glynis Alexander

Deputy Editor: Ben McArdle

Contributors: Michael Addley, Will Chambers, Krishna Devi, Donna Law, Jodie Moore

Photography: Mike Gough

Production: Nina Lee and Medway Council's Communications Team

: How to get in touch

 Medway NHS Foundation Trust

 Medway_NHS_FT

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Best of care
Best of people

Health Secretary praises improvements at Trust

The Trust was pleased to welcome the Secretary of State for Health and Social Care, Matt Hancock MP, to the hospital in November along with local MPs Rehman Chishti, Tracey Crouch and Kelly Tolhurst.

Mr Hancock and the MPs met staff and patients as they toured the Trust's new Emergency Department building; the midwife-led 'Birth Place' maternity unit; and the Prehabilitation Unit.

They also met the Trust's Chairman Stephen Clark and new Chief Executive James Devine to hear about the progress that has been made since exiting special measures, and the Trust's plans for the future.

James said: "We were delighted to welcome Matt Hancock to the Trust and proud to show him some of the fantastic work that our staff have

been doing to improve the care we provide to the people of Medway and Swale.

"The new state-of-the-art emergency department provides the best possible care."

"Our new Emergency Department is already making a real difference to our most unwell patients. We were also thrilled to demonstrate the work we are doing to support parents and their babies, and surgical patients

before their operations to help them achieve the best clinical outcomes. We know we still have more to do but I know Mr Hancock was impressed with the progress we are making."

Health Secretary Matt Hancock said: "It has been excellent to see first-hand the developments and progress made at Medway Maritime Hospital.

"The new state-of-the-art emergency department is better for patients, with an innovative rapid assessment unit to help dedicated staff provide the best possible care.

"I was also delighted to meet a family and their new born baby in the Trust's excellent midwifery-led unit which offers a relaxing and caring environment to parents."



- The Secretary of State and MPs try out our Prehabilitation Unit
- The Secretary of State and Chief Executive James Devine



News in brief

Congratulations to our security team

This autumn our security team won the prestigious Team of the Year award from the National Association for Healthcare Security. Our security team provides support and reassurance to our patients and staff 365 days a year,

as well as, when necessary, engaging with some of our most challenging patients and visitors to ensure that our hospital remains safe. We are thrilled that the hard work that they undertake every day has been nationally

New Acute Frailty gets older patients home more quickly

This autumn, as part of the Trust's No Place Like Home initiative to support getting patients home more quickly, we opened the doors of a new Sapphire Acute Frailty Unit (SAFU).

by Ben McArdle



Unit



A range of specialists work in the SAFU

The SAFU provides short term hospital care for older patients who are frail as well as those with dementia. Frailty is a long term condition where, due to age, the body has become less resilient and recovering from illness more difficult.

For those with frailty, apparently minor events or illnesses can cause dramatic changes in physical and mental wellbeing – including the impact of spending time in hospital for care. So the goal of the SAFU is to get patients seen, their care arranged and back home quickly, before the stress of being in a hospital environment can affect their health – and ensure that, while they are with us, they are supported as much as possible.

“One of our most important principles on the unit is enablement,” explains Ellis Bowden, the Team Lead Occupational Therapist on SAFU.

“We look to support our patients in their normal activities that they would undertake at home: washing and dressing themselves, eating at a table rather than in bed, even going to make themselves a cup of tea. We work to their normal routines and keep them as stimulated and active as possible.”

While patients are staying active on the ward, the ward staff work together to provide a complete assessment of the care the patient will need for when they return home – which can be complex. By bringing together a range of specialists – physiotherapists, occupational therapists, specialist frailty nurses, pharmacists and the integrated discharge team – into one place, the full scope of the patients’ needs are addressed in a joined up way. An individualised programme of care is drawn up and – unless they specifically need a longer stay for hospital treatment – the patient is sent back home, with their care arranged, within 48 hours of coming onto the unit.

“The best place for many of them to get better is in their own home”

“Nobody wants to be in hospital if they don’t have to, but too many older people who come in for fairly routine conditions end up staying longer in hospital than they need to,” says Ellis. “The best place for many of them to get better is in their own home, where they can spend time with their loved ones and live their lives fully rather than being stuck in a hospital bed – and that’s what the SAFU has been designed to support.”



● Jim Gillies gets pedalling on the bike with Exercise Physiologist Roberto Laza-Cagigas

Prehabilitation

– preparing patients for surgery

Going through major surgery can be a traumatic experience both physically and psychologically. Medway's new prehabilitation service aims to get patients to their optimal health before their operation, helping them cope with the challenges of surgery as well as recover faster.

by Jodie Moore

In the same way that rehabilitation helps people recover following an illness or injury, prehabilitation helps patients build their strength and fitness before surgery. This means that their recovery time is often shorter, and they are able to return to the quality of life they enjoyed before their operation sooner. This new service at Medway is the first of its kind in the south east and patients are already feeling the benefits.

Rainham resident Jim Gillies (73) was diagnosed with kidney cancer in February this year. "The only way my cancer could be treated was through surgery", says Jim. "Medication wasn't an option. However my fitness at that time meant that was a much greater risk that I would experience serious complications during surgery."

Jim was referred to the prehabilitation service for a tailored programme of exercise, nutrition and psychotherapy to help prepare him for the challenge ahead.

"Before I started the programme, my peak flow test was 300 litres per minute. It had to get up to 450 litres a minute, just for me to be able to cope with the anaesthetic."

A peak flow test measures how fast you are able to breathe out, and a low score can indicate that airways are narrowed or restricted. Just six weeks after starting the programme, Jim's lung capacity had increased by 50 per cent and his fitness had increased to the point that he was able to have the

surgery he needed. His surgery took place in July.

"The programme was hard work", says Jim, "but I definitely felt the benefits. The biggest benefit was that I felt fit enough to get back to work after about six weeks. It can often take six months and more to recover from major surgery."

The service was developed, and is led by, Consultant Anaesthetist Dr Tarannum Rampal, with the support of the team – Consultant Anaesthetist Dr Manisha Shah and Exercise Physiologist Mr Roberto Laza-Cagigas. "Patients who go through this programme report decreased anxiety levels and better post-operative recovery," says Dr Rampal.

“You wouldn't run a marathon without training”

"Prehabilitation – preparing yourself both physically and mentally before surgery – just makes sense. You wouldn't run a marathon without training and preparation, so why wouldn't you do the same for major surgery!"

John Williams (83) also went through the programme after being diagnosed with bladder cancer in 2014. "I was shocked to hear that I wasn't fit enough to have surgery and recover well as I thought that I was very fit," says John. "I lost three kilograms and three inches off my waist after three weeks on the programme. After a lot of hard work, I was finally strong enough to consider surgery."

"On behalf of all the patients who will go through this programme, I would like to thank everyone involved in setting it up, as well as my wife who has been with me every step of the way. I am still hoping to treat my cancer with medication, but going through this programme has given me options that I didn't have before."



● John Williams, with wife Pauline and daughter Belinda.

Happy to be in the Survivors' Club

by Jodie Moore

An emergency laparotomy is a high-risk emergency surgery procedure used to treat people with severe abdominal pain. More than 24,000 people receive emergency laparotomies every year and we perform around 200 per year here at Medway. An emergency laparotomy team includes surgeons, anaesthetists, intensive and high dependency unit staff, operating department practitioners and theatre nurses.

Sittingbourne resident Donna Armitage-Taylor (46) underwent an emergency laparotomy in 2016 after experiencing sudden and severe abdominal pain. Within 24 hours of the onset of her pain, she was being prepared for an emergency laparotomy – an operation that would last 10 hours as the team worked to save her life.

"I feel incredibly lucky," says Donna.

"I had to have two more 10-hour operations after that first one, and I suffered three cardiac arrests. I was in hospital for six months."

Following an emergency laparotomy, most patients need to go to a high dependency or intensive care to recuperate. They will usually have a prolonged period of rehabilitation and many will experience significant life changes.

"I knew I had a long road to recovery ahead," says Donna. "The clinical team that cared for me was amazing. They supported me throughout, but I had no idea what to expect when I was ready to be discharged. If I'd had a stroke or a heart attack then there were

plenty of support groups I could have gone to, but there was nothing for the kind of experience that I had gone through."

Recognising that there were no support groups or charities for emergency laparotomy patients outside the hospital, our surgical and anaesthesia team created the emergency laparotomy Survivors' Club, a group for people who have experienced an emergency laparotomy, as well as their families and their friends.

"We invite every patient who has had an emergency laparotomy to the group after they are discharged," says Mr Neil Kukreja, Consultant Colorectal Surgeon at the Trust. "The group is run by surgeons, anaesthetists, junior doctors and the patient experience team, but the direction is set by our

patients. We want it to be completely patient-focused. The group meets every three months," says Dr Sarah Hare, Consultant Anaesthetist. "Patients will hear talks from clinical staff about recovery and self-care, as well as having the opportunity to share their experience and support each other."

"I would definitely recommend anyone who has had an emergency laparotomy to go to the group," says Donna. "It's a chance to ask all the questions that you might have, as well as meeting other people who went through the same thing as you. I got a huge amount out of it – and there is cake!"

"When the group first started the clinical staff called it a patient focus group, but we call it Survivors' Club because that is what we are – survivors."



● The life-saving staff



● Donna Armitage-Taylor

Spotlight on...

Arrhythmia Nurse Specialists

Cathy Denne, Arrhythmia Nurse Specialist at Medway Maritime Hospital, tells us about how she and her colleague Owen Rogers are using the latest technology to deliver better care to patients with irregular heart rhythms.



"It's been in the last couple of years that the technology has moved from significantly" Cathy explains. "Cardiac sensors (a devices that can be implanted to monitor a patient's heart for changes or pauses in rhythm) have shrunk from the size of a domino down to the size of a pen lid."

"Old style monitors were bulky and could only record data for a few days at a time – with patients having to come back into hospital so that it could be downloaded and reviewed by clinicians. The new ones let us monitor our patients' hearts continuously, at work, at home – even when they are abroad on holiday!"

Irregular heartbeat can be a sign of underlying health issues that could cause events such as heart attacks, as well as a potentially health risk in its own right. Patients can also suffer injuries from falls if they lose consciousness due to disrupted blood flow, something which can also lead the formation of clots which can cause strokes.

"Now we can pick up issues and – where necessary – arrange additional care straight away" explains Cathy. "We've had a couple of patients recently who, when issues have been found on their monitor, we've been able to arrange for a pace-maker to be fitted the next day. That's not something we'd have been able to do before."

One of the reasons that the team is able to work quickly is that – unique in Kent – the team is nurse-led rather than doctor-led. The new monitors can be fitted by nurses so the waiting times – and the procedure – are a lot shorter than when doctors had to fit the old monitors. But heart monitoring is only a part of the team's role.

"We're also directly involved in the treatment of patients," explains Cathy. "We run device eligibility clinics to determine if patients would benefit from pacemakers or defibrillators and a DC-cardioversion service where patients with irregular heart rates are given an electric shock to 'reset' their heart rhythm. We also provide expert advice to clinicians across the Trust then they are making decisions on whether to admit and discharge patients with irregular heart rate and the care that they need, as well as running a monthly patient group where patients and their families can have their questions answered on their care, and how to stay healthy."



● Cathy and Owen help patients with irregular heart rates

Your Say



Top tweets

James Devine @JamesDevineNHS

Fantastic to be part of the grand opening of our fantastic Prehabilitation unit! Thank you to @medway_council and @MedwayLOF for continued support @Medway_NHS_FT @LesleyDwyerMFT



Alison Smith @Alisonsmith_99

Very proud to be bringing home to @Medway_NHS_FT for the eRostering Team and the whole Trust in recognition of all we have achieved. Excited for what we can do in 2019



Medway NHS FT @Medway_NHS_FT

The Trust was honoured to receive a visit from Lord Carter of Coles today, which presented our staff with a brilliant opportunity to showcase the improvements taking place across Medway Maritime Hospital. #BestofCare #BestofPeople



Your feedback from www.nhs.uk

Many thanks for your care after my surgery. Especially one member of staff who was so kind and professional. Also to all the nurses. Thank you so much!

I was admitted as an emergency by my GP. The staff were very caring and nothing was too much trouble. They went out of their way to make sure I was comfortable and had everything I needed. I was completely satisfied with the care I received in every department.

I felt so at ease immediately and was treated with dignity and respect. Everything was explained to me thoroughly and I felt very much involved and informed about my procedure. The care given to me during my appointment was way beyond my expectations. Thank you to the doctor and your team for caring for me and making a scary procedure bearable.

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.

Inspiring our future clinicians – through teddies!

by Will Chambers

Staff were delighted to welcome local primary school children to the Trust in September for the launch of Medway's 'Teddy Bear Hospital'.





Devised by the Trust's Community Engagement and Medical Education teams, the Teddy Bear Hospital gives children the chance to learn how the hospital works through play.

Twenty-eight eager pupils – along with their poorly teddy bears – were given a tour of a mock hospital made up of a ward, theatre, GP surgery, and an impressive mini model MRI scanner, which was specially built for the event so that the teddies could be scanned and results examined.

The children also dressed up in gowns, masks and gloves to become mini doctors, before they observed demonstrations on administering oxygen, taking blood pressure, and chest examinations using a stethoscope.

The event, overseen by Consultant Anaesthetist and Simulation Lead Dr Manisha Shah and Clinical Simulation Operational Manager Gemma Wrighton, was a great success with positive feedback from everyone involved.

Dr Shah said: "Being in an unfamiliar place can lead to anxiety which can cause health and behavioural problems. We tried to make it as authentic as possible."

Gemma Wrighton said: "Some of the children were very nervous and shy at first. They cannot remember ever being in a hospital. One little boy asked what he had to do to become a doctor."

"It's the first time we have done this at Medway and we are definitely looking to do it again!"



Contact Gemma Wrighton (gemma.wrighton@nhs.net) or Community Engagement Office Krishna Devi (krishna.devi@nhs.net / 01634 830000 ext 8978) for details of future events.

Building a Brilliant Medway

We've been doing some amazing things at Medway and we are proud to say that following our exit from special measures we have continued to make sustained improvements to patient safety and the quality of care our patients receive.

by Michael Addley

Our focus continues to be on ensuring that the hospital is a place where our patients can expect to receive expert compassionate care every time they visit.

Although we've made some good improvements, we know we still have more to do to consistently provide the level of care that we want, and our patients deserve.

This means making sure that they are seen within four hours in our emergency department, receive cancer care without experiencing an anxious wait, have their operations without unnecessary delays and get home quickly when they are well enough to leave us.

But we want to do more than just meet the standards of care our patients expect. We want to build a hospital

that is ready to meet the needs of future generations; and with Medway booming and an increasing number of people moving to the area, this has never been more important.

This means making services more accessible to our patients, providing services on the hospital site when it is necessary, but also considering where it is appropriate to provide services in the community closer to peoples' homes, or even in them!

Our ambition within the next 10 years is to:

- Be designated as a major emergency centre with associated specialties
- Be one of the specialist women's and children's centres for Kent and Medway

- Routinely exceed national standards and access targets
- Become a recognised university hospital, offering first class education and research
- Be financially sustainable, managing our budget so we can reinvest in better patient care.

It's an ambitious plan but by working collaboratively with our local health and care partners, leading the way in the use of new medical advances and digital technology and ensuring that we recruit, train and retain the very best NHS staff in the south-east we are confident we can do it.

Look out for future issues of News@ Medway to see how we are getting on!

“It means receiving the right care, in the right place, at the right time – every time.”





Medway opens the doors to new £11.5million Emergency Department building

This November, the new Emergency Department building at Medway Maritime Hospital opened its doors to admit new patients.

The new building houses a range of newly built, state-of-the-art facilities that support the Trust's award-winning Emergency Department team to deliver the best of care to our most unwell patients. These include:

- Seven new resuscitation bays, including dedicated bays for children and bariatric patients (high body weight).
- Four Rapid Assessment Area bays, where a dedicated, consultant-led team will review patients who come to the department by ambulance to provide faster diagnosis.
- Four newly-built 'majors' bays to treat both ambulance and ambulatory (walk-in) patients, bringing the total majors capacity for the department to 16 bays.
- A dedicated entrance for ambulance crews to bring in their patients into the department.

John O'Neill, Clinical Lead Matron, said: "The facilities in the new building provide improved care for those patients who need true emergency care.

"The resuscitation unit treats the most seriously unwell patients, who come to us with life-threatening injuries and illnesses that need immediate care and stabilisation.

The Rapid Assessment Area provides diagnosis of patients who arrive by

ambulance to ensure that they get the care that they need as quickly as possible."

All areas have been finished to the highest build standards thanks to the hard work of the Trust's estates and facilities team. Further refurbishment works to the existing emergency department space are planned for 2019 and 2020.

"I'm coming to A&E – should I go to a different entrance?"



Patients who are travelling to the Trust because they need urgent or emergency treatment should still use the current pedestrian entrance. The new entrance is for ambulances only.

Charity news

Outgoing Chief Executive backs staff brilliance

by Donna Law

In this special 70th anniversary year of the NHS, The Medway Hospital Charity was delighted to fund the inaugural Chief Executive's Scholarship for Brilliance. The award was created by outgoing Chief Executive Lesley Dwyer to provide support for staff to develop new skills to deliver brilliant patient care.

The three finalists for the 2018 award – The Prehabilitation Team, The Acute Medicine Team and The Maternity Team – were announced at September's Annual Members' Meeting.

The Prehabilitation Team, the only one of its kind in Kent, had been invited to Montreal University Hospital, Canada, by Professor Franco Carli, world leader and pioneer of Preoperative Prehabilitation – where patients are supported to become more healthy before their operation to support their recovery after their procedure. This team's collaboration will not only

improve clinical outcomes for patients but also put the Trust on the world map for prehabilitation.

The Acute Medicine Team asked to visit Auckland in New Zealand to help further develop acute medicine at Medway. Among the areas they want to research are the benefits of an acute assessment area, ways to improve to patient flow and the development of an acute short stay ward.

The Maternity Team asked for a Motivational Interview Study Day for 40 of its multi-disciplinary team. The training day will involve learning a style of communication that uses a guiding, reflective style to engage with patients who smoke, are obese or misuse substances and encourage them to make lifestyle changes.

Lesley said: "All three applications had considerable merits and the decision to choose just one winner was incredibly

difficult. I am therefore delighted that the Prehabilitation Team and Acute Medicine Team will be sharing the £10,000 Chief Executive's Scholarship for Brilliance, enabling them both to collaborate with clinicians across the world to bring excellence to Medway NHS Foundation Trust."

“In addition to this, both James Devine (our new Chief Executive) and I felt that the Maternity Team's application has the potential to positively influence generations of new mothers in Medway and Swale. We have therefore found money to support this training programme.”



● The maternity team will study new ways of communicating effectively with mums-to-be



● The Acute Medicine and Pre-Habilitation teams will bring back international best practice to Medway

Medway receives £1 million legacy

by Donna Law

The Medway Hospital Charity is delighted to share the wonderful news of a £1 million donation from a grateful patient.

Ralph Barrett (pictured), a retired BBC engineer, left the hospital this incredible gift in his will as a thank you for the care that he had received from the Trust.

Mr Barrett, who died last February aged 95, had had a serious motorbike accident during the second world war and underwent 14 operations to save his leg. During the war he had worked for the Special Operations as an engineer, specialising in clandestine radios.

After the war, Mr Barrett worked for the BBC becoming a Senior Engineer. He was heavily involved in the establishment of the Eurovision link and, as a talented musician and singer, performed and sang on stage, often at the Players Theatre in London.

Mr Barrett's nephew, Glenn, said: "He also gave lectures all over the country on the history of radio. Not the normal lecture though! He owned 'antique' radio equipment and many other pieces of apparatus which he constructed in his laboratory and used these in his demonstrations. Some lectures were even delivered in character, Marconi being his favourite historical scientist. This equipment



now sits in the Radio Museum. As a scientist myself, I am very proud that my uncle lectured at the Royal Institution where so many great scientists also gave lectures."

We have, so far, received £750,000 of this donation and our orthopaedic team has been working with the Charity and Mr Barrett's family to discuss the best way to use his generous legacy.

The legacy has been restricted to our Orthopaedic department and a piece of equipment will be bought for it in Mr Barrett's name. We are also looking to set up a Ralph Barrett Education Fellowship to support our doctors and nurses.

Thank you to

Natasha Phillips, Hannah Pool and Kathy O'Neill for wanting to thank Penguin Ward for caring for their young sons. They raised a fantastic £960 by completing the Maidstone Half Marathon.


Darcey Campbell and Seth Wolfbaine, whose online charity gaming fundraiser raised a wonderful £660 for Penguin Ward. Seth has Nephrotic Syndrome and we're proud the team looked after him so brilliantly.

Kirsty Hunt for raising a lovely £217 for our children's diabetic team to say thank you for looking after her son Samuel. She successfully completed the Shine Night Marathon.

Phlebotomist Tina Lucas (pictured), whose charity tandem parachute jump raised an incredible £1,011. Tina raised money for Dolphin Ward to say thank you for looking after her grandson.



Upcoming event

 medwayft.charity@nhs.net
 01634 825398

Race Night

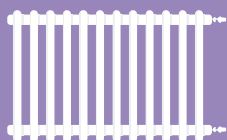
Friday 8 March, 7pm for 7.30pm, Hospital Restaurant

Fancy a flutter in aid of a great cause? Why not join us for our Charity Race Night. Tickets £7.50 per person, bring your own drinks and nibbles.



Stay healthy this winter

When the temperature drops below 8°C, some people can become at greater risk of a range of health conditions, including heart attack, strokes, flu, pneumonia, falls and hypothermia. It can also affect people with mental health conditions such as dementia. Here are our top tips to stay healthy this winter.



STAY WARM AT HOME

- Keep your home warm – try to keep rooms at least 18°C (64.4°F)
- Make sure your bedroom is warm at night – keep the window closed, draw curtains and close doors to reduce drafts.
- Use a hot water bottle or an electric blanket to stay warm in bed – but not both.
- Keep active – try not to sit still for more than an hour indoors.



STAY WARM OUT AND ABOUT

- Wrap up warm when you go out, and make sure that your shoes have a good grip.
- Wear multiple layers of clothes when you can, rather than a single bulky layer. This will help you retain body heat.
- Have at least one hot meal a day, and try to drink hot drinks regularly.
- Keeping an eye out for elderly relatives and neighbours and supporting them in the cold weather can help them stay well this winter.



BE PREPARED – WITH YOUR PHARMACY

- Your local pharmacist can give you advice about winter illnesses, including which medicines to take. Talk to your pharmacist at the first sign of feeling unwell.
- Pick up any prescription medicines you need in advance, as pharmacists and gps may be closed for some of the christmas period.
- Most seasonal illnesses can be treated by over-the-counter medication. Make sure you stock up on painkillers, throat lozenges, diarrhoea treatments and similar items.

Trust signs NHS pledge to mark smoke-free anniversary

The Trust signed the NHS Smokefree Pledge in October to mark the two-year anniversary of Medway Maritime Hospital becoming a smoke-free site.



In signing the pledge, the Trust became the first acute trust in the south east to join the scheme and commit to helping staff and patients quit smoking while continuing to ensure that our hospital site remains smoke-free.

In October 2016, the hospital adopted its smoke-free policy as part of a drive to protect and improve the health and wellbeing of patients, visitors and staff.

Since then the Trust has worked with Medway Council to support patients and staff to kick the habit, through the use of nicotine replacement therapy and specialist stop smoking sessions.

After signing the pledge, Lesley Dwyer, outgoing Chief Executive of Medway NHS Foundation Trust, said: "The Trust is delighted to sign the NHS Smokefree Pledge. We are determined to help as many smokers quit as possible, improving their health and reducing the challenges placed on the NHS from smoking-related illnesses."

"We are extremely proud to have been smoke-free at Medway for two years, which has made the hospital a much

healthier environment for our staff, patients and visitors.

"The support we have received from the Medway Stop Smoking Service has been exceptional – they have advised almost 2,000 of our patients and staff about the dangers of smoking and what they can do to quit."

Cllr David Brake, Portfolio Holder for Public Health, said: "I would like to praise Medway Maritime Hospital for reaching its two-year smoke-free anniversary and for committing to the NHS Smokefree Pledge.

"Medway's Stop Smoking Service helps residents quit and it is fantastic that we have been able to continue to support the hospital as well as patients, staff and visitors.

"We are committed to supporting our residents and we have a new digital stop smoking service which provides other ways to help people quit smoking at a time which is convenient for them."

If you are a smoker and would like to give up, you can get free specialist

support from the Medway Stop Smoking Service.

Call **01634 334800**; email **medwaystopsmokingservice@nhs.net**; text 'QUIT' to **81025**; or visit **www.abettermedway.co.uk**



Members' Corner

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

Meet your governors

Our Trust Governors are here to listen to and represent the views of the Trust membership, their constituents, holding our Trust board to account on behalf of our local community.

These are your governors – who represent the different communities we serve. If you would like to ask your governor a question or ask them to raise an issue,

please email met-tr.members-medway@nhs.net and we will pass on your message.



*Glyn Allen
Public Governor
for Medway*



*Vivien Bouttell
Public Governor
for Medway*



*Stella Dick
Public Governor
for Medway*



*Matt Durcan
Public Governor
for Medway*



*Jacqui Hackwell
Public Governor
for Medway*



*Rod Helps
Public Governor
for Medway*



*Doreen King
Public Governor
for Medway*



*Paul Spencer-Nixon
Public Governor
for Medway*



*Paul Walker
Public Governor
for Medway*



*Lyn Gallimore
Public Governor
for Swale*



*David Nehra
Public Governor
for Swale*



*Paul Riley
Public Governor
for Swale*



*Alastair Harding
Public Governor for
the rest of England
and Wales and
Lead Governor*



*Cllr David Brake
Partner Governor,
Medway Council*



*Chris Harvey
Partner Governor
for Charities*



*Dr Peter Nicholls
Partner Governor,
University of Kent*



*Claire Thurgate
Partner Governor,
Canterbury Christ
Church University*



*Cllr John Wright
Partner Governor,
Kent County Council*



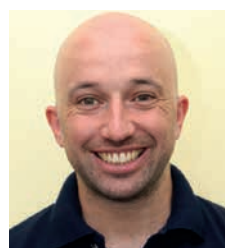
*Raghuvir Chaggar
Staff Governor*



*Tim Cowell
Staff Governor*



*Neil Gambell
Staff Governor*



*Colin Macleod,
Staff Governor*



*Silvia Marin
Staff Governor*

Meet your new Lead Governor – Alastair Harding



Alastair Harding stepped into the role a Lead Governor this year, after Stella Dick stepped down after three years in the post. Here Alastair gives his thoughts about taking on the new role.

"I would like to extend my sincere thanks to Stella Dick, who has been an exceptional Lead Governor through some of the most challenging times for the Trust, helping the Council of Governors keep a steady course and remaining an important critical friend for the organisation.

"She will be a hard act to follow, but I hope I will rise to the challenge of filling the very big shoes she has left behind. I hope to build on Stella's brilliant work in defining a clear approach for Governors to deliver on their dual responsibilities of representing the views of members and the public as well as holding the Non-Executive Directors to account for the performance of the Board.

"I believe that the work of the Governors is vital in supporting the Trust to deliver the best care to the people of Medway and Swale, and ensuring that a focus on safety and quality is maintained during difficult financial circumstances. Helping the Governors do this is a challenge I'm looking forward to."

Dates for your diary

Members and non-members are welcome to attend as many of these public meetings as they would like. 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

Health events

- **Quality Priorities – Tuesday 12 February 2019, 6-8pm, Common Room, Postgraduate Centre**
- **Medical Training and Kent Medical School – Tuesday 26 March 2019**
- **Frailty and Elderly Care – Tuesday 14 May 2019**
- **Behind the scenes at Medway Maritime Hospital – Tuesday 9 July 2019**
- **Pharmacy and Medicines – Tuesday 19 November 2019**

Location and times for these events are to be confirmed.

Meet your Governors

Wednesday 13 February 2019, 10am to 12pm

Hoo Sports Centre, Main Road, Rochester, Kent, ME3 9EY

Thursday 21 March 2019, 10am to 12pm

Thursday 9 May 2019, 10am – 12pm. Sheppey Community Hospital, Plover Rd, Minster on Sea, Sheerness, ME12 3LT

Thursday 6 June 2019, 10am -12pm

Friday 16 August 2019, 10am -12pm

Thursday 26 September 2019 Annual Members Meeting.

Thursday 3 October 2019 10am – 12pm

Thursday 28 November 2019 10am -12pm

Locations for these meetings are 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 our... Chief Executive

For our new regular feature, a member of our staff interviews a colleague to find out more about what makes them tick. In this issue, Fundraising Officer Cheryl Jones asks our new **Chief Executive, James Devine** about what motivates him, what his fears are, and the all-important question... *X-Factor* or *Strictly*?

Q You've just started as the new Chief Exec. What is your biggest challenge?

A Trying to balance the need to make the Trust financially sustainable but still keep it a place where people enjoy working. We've come too far for us to go back, and for people not to feel that they're valued here.

Q What is the best part of your job?

A I love the fact that for most of our staff, this is their local hospital. It's my local hospital too, my son was born here, my friends and family come here for treatment – I've got a couple of relatives with long-standing conditions that rely on Medway.

So I always think what a privilege it is to be a leader here at my local hospital, and if we can't drive improvement, who can?

Q What is your ideal way to spend the weekend?

A Relaxing – although you don't really get that much time off as a Chief Executive. Even at the weekends, regulators can still contact you on Saturday morning to ask about something and will need an answer that weekend, so you're never totally off duty. I do have a couple of rules, though. Every Saturday morning I take my son to a football academy and that's the one time I won't work or talk on my phone, so I can have that hour for just him and me. I also make sure that I get the washing and ironing done.

Q What job would you be terrible at?

A Anything where I'd have to sing! What else? I'd be a really terrible traffic warden, I think I'd let everyone off if they told me a sob story. Oh, I'd be a rubbish waiter. They get a lot of abuse sometimes don't they? If people were rude to me, I wouldn't be able to let it go, I'd have to say something.

Q What's your biggest fear?

A I really don't like birds. I can't stand the flapping. If I go to Leeds Castle and take my son for a walk there, he and my wife are the ones that have to feed the ducks.

Q And finally, X-Factor or Strictly?

A Definitely *X-Factor*. I think I could probably list all of the winners; I'm not a big fan of Robbie since he joined, but I still like it. I absolutely love *Love Island* though. I'm addicted to it, and I rarely miss an episode. Love it.



Your Puzzle Challenge

Quiz Of The Day

- Which actor, known for his roles in Guy Ritchie films, competed for England in diving at the 1990 Commonwealth Games?
- Who played Bagger Vance in the 2000 sports drama film The Legend of Bagger Vance?
- Which range of English hills is sometimes known as the 'Heart of England'?
- Mike Burden was the sidekick of which fictional policeman on television?
- In TV listings the letter R signifies repeat, but for what does the letter S stand?
- In which US state would you find Puget Sound along its north-western coast?
- Which hugely popular board game, launched in 1949, was devised by Anthony E. Pratt from Birmingham?
- In which sea, part of the Mediterranean, are the Dodecanese islands to be found?
- Brandon Flowers is the principal songwriter and lead singer for which Las Vegas-based rock band?
- Chequers, the country house retreat of the UK prime minister, is in which county?

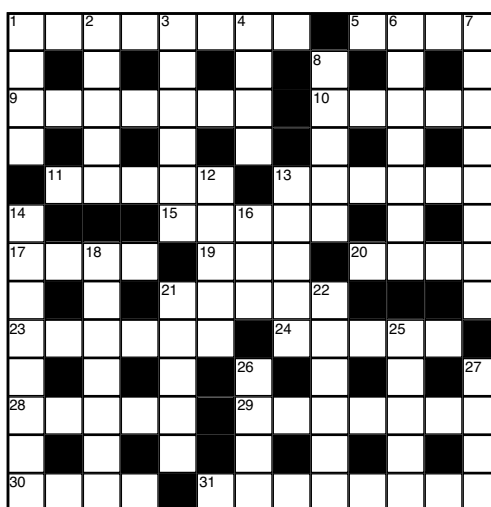
Quick Crossword

Across

- Brief struggle (8)
- Hence (4)
- Poison (7)
- Wrest (anag.) (5)
- deadly sins (5)
- Sturgeon roe (6)
- Absolutely not (inf.) (2,3)
- Carrying board (4)
- Rowing blade (3)
- Boast (4)
- Enlist (5)
- Sumptuous (2,4)
- State of oblivion (5)
- Overweight (5)
- Draft (7)
- Satisfy completely (4)
- Embarrassed (8)

Down

- Of that kind (4)
- Picture (5)
- Unmarried girl (6)
- Ooze (4)
- Bird of prey (7)
- Drainage system (8)
- Test metals (5)
- Not any person (2,3)
- Christmas hymn (5)
- Scholarly (8)
- Armed conflict (3)
- Illness (7)
- Distinguish oneself (5)
- Small (6)
- Russian pancake (5)
- Scottish lake (4)
- Net (4)



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.

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

Transformer

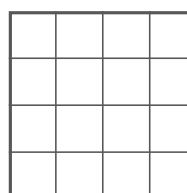
Add the given letter or letters to the first word to make a new word. **Clue:** Wander off course.

----- + A = A -----

Magic Square

ADVANCE EVE'S SCENE

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.

	6		5	
5	○	2	○	7
	4		4	
4	○	2	○	1
	8		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 eight film production companies 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?

893 684 384 123 688 791 369

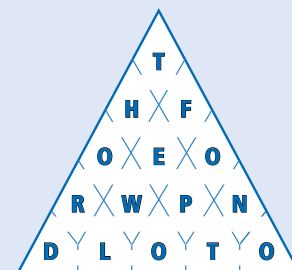
187 478 271 925 813 476 391

927 637 127 671 265 862 421

638 761 465 399 616 293 717

272 668 681 864 837 725

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 large feather;
- a covered dock;
- an enclosure for animals;
- to confine.

Solutions

TRANSFORMER: Tristar, Walt Disney, Warner Bros, Columbia, Metro Goldwyn Mayer, Paramount, Universal.
WORD PYRAMID: On top of the world.
TRAIN OF THOUGHT: Pen.

QUIZ OF THE DAY: 1 Jason Statham; 2 Will Smith; 3 The Cowboys; 4 Inspector Reg Wexford; 5 Outline; 30 Sate; 31 acs; cave; even; send.
EQUALISER: Clockwise from top left - multiply, subtract, add, divide. Total: 3.
DIALLING CODES: one; 13 Carol; 14 Studios; 7 Sewerage; 8 Assay; 12 No 3 Maiden; 4 Seep; 6 Harrier; 3 Maiden; 2 Image; 1 Such; 2 Image; 16 War; 18 Allment; 21 Excel; 22 Little; 25 Blint; 26 Loch; 27 Mesh.

SUDOKU:

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



Catch it. Bin it. Kill it.

Stop the spread of flu germs. Use a tissue and wash your hands thoroughly.