



2016/17

# Snapshot

Highlighting our achievements  
over the past year

*A summary of our annual report*

# Looking back on an incredible year

“ The year 2016/17 has been incredible. We received our CQC report at the start of the year and made tremendous efforts to turn things around. Most importantly, we knew that Medway was safer and had improved enough to exit special measures. ”

**Lesley Dwyer**  
Chief Executive



## Buddies

A budding agreement with Guy's and St Thomas' Hospital **helped the Trust improve** in a number of ways



## Elderly patients

We **extended** our service for frail elderly patients to weekends



## Stay in hospital

**65%** of our patients stay in hospital only one day



## Patient Safety

We considerably reduced our Hospital Standardised Mortality Rate from **120 to 100**



## 90% detection

Our **maternity unit surpassed** the 50% national benchmark for detecting severe congenital heart defects



## Home First service

reached its **1000th** patient milestone



## Consistent treatment

Our patients **see fewer doctors**, which allows them to receive more consistent treatment

## Nursing vacancies

We reduced our Emergency Department's nursing vacancy rate from **65%** to **16%**



## Transformation

We exited **special measures!**



## Ambulance patients

**46.1%** of ambulance patients were seen within 15mins



## Smoke free

We are now a **smoke free** hospital

April  
2016



**Arrival of new CT scanners**

Improved technology means more efficient detection, so patients can be seen more quickly.

June  
2016



**Jeremy Hunt visits Medway**

Talking to doctors and nurses, a clear sense of purpose emerges. People of Medway can be proud of the progress the hospital has made.

Aug  
2016



**New group of Junior Doctors joins exciting MediLead programme**

Improving patient care, patient safety and the delivery of efficient services.

Oct  
2016



**Medway goes smoke-free**

No smoking in the hospital's buildings, grounds and car parks to protect the health and wellbeing of patients, visitors and staff.

Nov  
2016



**Official opening of Abigail's Place**

The new bereavement site provides the 'gold standard' of care for patients and families experiencing a still birth.

March  
2017



**Trust exits special measures after 'major improvements' following an inspection by the Care Quality Commission.**

During the inspection, the CQC identified significant improvements in quality and safety at the Trust.