

Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

Medway NHS Foundation Trust

What Was Your Experience?	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
My experience was quite positive.	Medway Maritime Hospital	None
Hospitals at Medway and Maidstone I found very good in all aspects. Sunlight Surgery of which I am a patient is always changing doctors and it gets distressing.	Medway Maritime Hospital	None
Keeping high standards of hygiene - ticked	Medway Maritime Hospital	None
My mother was being admitted after a fall (head injury). A & E was overcrowded and no-one examined her until 4 hours later. She was seen by a Dr who wanted her admitted. Went to the ward only to find a nurse make up bed without washing the mattress.	Medway Maritime Hospital	Other visitors confirmed that she did not either. I did complain to the person in charge of ward who spoke with nurse. It makes a mockery of everyone using hand wash !!
Overflowing waste bins in toilets (paper towels) toilets in reception.	Medway Maritime Hospital	None
Keeping high standards of hygiene; keeping medicines safe & removing waste all satisfactory. Keeping children safe - no comment.	Medway Maritime Hospital	None
Reasonable standard of hygiene GP/Hospital but there's room for improvement. People are not using hand gel provided.	Medway Maritime Hospital	None
I noticed that visitors are not actively encouraged to wash their hands. Although there are facilities near the door there should be a larger sign. Even arrows with the words "Wash your hands" could be pointing on the hospital floors (duplicate).	Medway Maritime Hospital	None
About 6 months ago there was a lot of dry blood in the entrance hall of Medway Hospital, I informed the reception and they said they had already contacted housekeeping several times in the last hour and it still hadn't been cleaned up.	Medway Maritime Hospital	None
Patient in bed next to mine kept getting out of bed shitting standing up (shits blood) splating every ware no nurse about had to fetch help more than once Night care what night care.	Medway Maritime Hospital	None
Toilet areas are filthy in some parts of the hospital & some are just dirty but none clean properly.	Medway Maritime Hospital	None

Clear evidence of hygiene awareness among staff. Alcohol sprays available. These appeared to be used diligently by staff but less discipline among public (i.e. visitors).	Medway Maritime Hospital	None
I was in hospital taken by ambulance, very dehydrated having diarrhoea and sickness. Given fluids and sent home after 24 hrs. Very ill still, lost a lot of blood, another ambulance and kept in for 2 1/2 weeks. Treated with antibiotics etc.	Medway Maritime Hospital	None
Areas I visited as outpatient were clean and medicines involved in my care explained well = safe.	Medway Maritime Hospital	None
Standards fully met.	Medway Maritime Hospital	None
Not really meeting the requirement of ALL women patients.	Medway Maritime Hospital	None
Feeling of patient disregarded and personal needs insulted and ignored	Medway Maritime Hospital	None
Tablets left on patient's locker all night as patient was unable to take tablets herself.	Medway Maritime Hospital	None
Patient's catheter left to overflow as nurse did not empty it resulting in urine infection and discomfort for patient.	Medway Maritime Hospital	none
No wheelchairs or porter available to help get very sick patient into A&E	Medway Maritime Hospital	
No I did not find good hygiene	Medway Maritime Hospital	
Too safe. I could not get my pills when needed discharge for day release 8am. Did not receive medication to go home till 11.45.	Medway Maritime Hospital	
Watching cleaning staff mop the floor and then use the same water to wipe down a table where people eat.	Medway Maritime Hospital	
Very Good with polite staff and a friendly atmosphere and seemed to be following good practice.	Medway Maritime Hospital - Endoscopy unit	None
A noticeable improvement in hand care, cleaning of floors and equipment and MRSA information in the last 18 months	Medway Maritime Hospital - Out patients and Genito-Urinary Wards	None
Very clean and reasonably mess free	Medway Maritime Hospital & Dr	None
Our parents were quite upset at the sudden closure of The Sanderson Children's' Centre at very short notice. This led to a dispersal of the services across Medway and longer journeys for some of our parents and their families. It added more distress and further disruption to their lives when most have more than they can cope with as it is. The decision appears to have been made without any proper consultation with the groups or individuals that attend the centre. This seems to be breaking one of the key principles of protecting children by closing a unit which was safe and familiar especially for children who find it very difficult to adapt to change, especially one of such a sudden and devastating nature.	Medway Maritime Hospital	None
Whilst I was in Medway Hospital I noticed several times nurses going from patient to patient without cleansing hands in-between. Also litter on floor under bed and in treatment room.	Medway Maritime Hospital	None

2. Treatment, Care & Costs		
As a patient day care good night care very bad (crap)	Medway	None
No reply	Medway	None
Good response from NHS Direct. MAU (Medical Assessment Unit) were thorough, efficient and very calming	Medway Hospital - MAU	None
I had very good treatment and given an earlier appointment because of concerns with my eye. I was then referred on to Maidstone Hospital	Medway Maritime & Maidstone	My treatment too at Medway Maritime eye dept. and Maidstone eye dept. Hospitals as an out patient were very good
Yes in both hospitals care and treatment was good, not food though	Medway Maritime Hospital	None
Health services working together to make sure each persons needs are met - ticked.	Medway Maritime Hospital	None
Your care- did you get good treatment with your needs met - ticked	Medway Maritime Hospital	None
At hospital outpatients clinic very late with appointment time and didn't feel that staff were taking my condition seriously	Medway Maritime Hospital	None
Perfectly good treatment at hospital.	Medway Maritime Hospital	None
Yes good treatment at GP and hosp	Medway Maritime Hospital	None
Quick appointment to see consultant. Good service, needs met but long waiting on day.	Medway Maritime Hospital	None
My hospital visits have all been fine.	Medway Maritime Hospital	None
I got very good treatment, well looked after and staff very caring. August 2008.	Medway Maritime Hospital	None
Very good service and all my needs were met.	Medway Maritime Hospital	None
Granddaughter poorly, referred to a paediatrician same day, great treatment given, fully recovered by prompt treatment and a referral by local GP. (duplicate)	Medway Maritime Hospital	None
Yes good treatment but when I went in Medway Maritime Hospital to have my gallbladder removed I was given someone else's tracer medicine who was meant to be having a C.T scan. This was about 4 years ago.	Medway Maritime Hospital	None
I don't know about the costs but I do know the people I saw at the hospital always tried to help me with my pain and treated well even though I am obese. Not that obesity is the cause of my pain.	Medway Maritime Hospital	None
I have fibromyalgia, generally GP's are not up to date with this condition, or interested. There are not enough pain clinics and there is a petition sent to no.10 on this subject. More awareness needed.	Medway Maritime Hospital	I would also like to see more emphasis placed on healthy eating before GP's reach for their prescription pads. Many of us are interested in alternative medicine but cannot access it on the NHS easily

Had scans & blood tests, cholesterol tests. If I don't ring up - get no reassurance that everything is well. If something has gone wrong we get a letter, however we do not seem to be notified of a normal outcome. So therefore as my husband has had bowel cancer, the quicker we are notified the better. Although we get an appointment much later . There does not seem to be 10% communication between Hosp. & Doc. Surgery.	Medway Maritime Hospital	None
Went in for day surgery at hospital anaesthetist refused op but told to keep my bag packed as I would be in a few days later. Three months later, I got messed about with the dates.	Medway Maritime Hospital	None
PEG fitting - accompanied plus MND. Long wait (over 1 hr) - patient came to GP from Wisdom Hospice - no understanding of why or role of Hospice.	Medway Maritime Hospital	None
There have been quite a few parents who have experienced a lack of co-operation between health care organisations which have led to cancelled appointments, notification of appointments only for parents to arrive and find out that the appointments had not been booked. Lack of information regarding which departments the children need to go to especially those in transition.	Medway Maritime Hospital	None
Standards fully met	Medway Maritime Hospital	None
Good cooperation between different areas	Medway Maritime Hospital	None
That due to rising prices and the income we receive STILL STAYS THE SAME, not really satisfactory.	Medway Maritime Hospital	None
Failure to communicate between specialists and forcing patient to undergo unnecessary scans (Failure to diagnose).	Medway Maritime Hospital	
I feel there is not enough communication between myself and other care organisations.	Medway Maritime Hospital	
Very good treatment & referral	Medway Maritime Hospital	None
Complete co-operation between clinical, medical, nursing and administration. Staff enabling comfort and treatment and confidence during treatment	Medway Maritime Hospital - Outpatient ENT & Genitor-Urinary Dept.	None
I can't speak for other but my experience of care at the hospital has always been good. GP's not always good	Medway Maritime Hospital / Will Adams GP, Gardiner Street, Brompton	None
Care was alright but special diets didn't seem to be catered for as I'm dairy & gluten free and it was very difficult regarding meals	Medway Hospital	None
There is considerable evidence of lack of communication between the Hospice and Maritime Hospital. Patients have been transferred from the Hospice to Sunderland Unit for a procedure known as 'PEG' (essentially the fitting of a feeding tube).	Medway NHS Foundation Trust	On one occasion the patient was unable to speak causing communication difficulties and resulting in confusion. On the other, the patient was unable to lay flat causing complications with the standard procedure. On both occasions it appeared that staff

The transfer is supported by comprehensive paperwork from the Hospice and is effected by Senior Staff. However on at least two occasions recently the special needs of patients with Motor Nurrone Disease has not been appreciated.		were unaware of the special demands associated with MND and in the worst case, a member of staff of the Sunderland Unit had no knowledge of the existence of the Wisdom Hospice which could have provided necessary further info and support as required.
3. Governance		
Yes I found this part ok	Medway Maritime Hospital	None
Checking things are well run could be improved. Needs to be reviewed regularly.	Medway Maritime Hospital	None
Not sure if this is this dept. Had to cancel Dec 07. Husband been on waiting list for a hernia no communication in 2008 at all, he thinks the hernia has repaired itself, but still needs to be checked to see	Medway Maritime Hospital	None
Can't comment as no access in depth but at GP's & both hospitals it appeared well run.	Medway Maritime Hospital	None
Things seem to be well run, improved.	Medway Maritime Hospital	None
Yes Good	Medway Maritime Hospital	None
Things well run staff day shift good staff night shift wards are not enough.	Medway Maritime Hospital	None
Impressed by team work between nurses, cleaning staff and catering staff. One night in Dickens Ward was very depressing but staff were cheerful and patient.	Medway Maritime Hospital	None
No knowledge of Wisdom Hospice on part of 1 member of staff	Medway Maritime Hospital	None
Good	Medway Maritime Hospital	None
The consultant had more time for me once I went private	Medway Maritime Hospital	None
Areas visited appeared well run and staff happy (Oncology unit)	Medway Maritime Hospital	None
Standards fully met	Medway Maritime Hospital	None
It is run fairly well, but STILL lacks in many areas.	Medway Maritime Hospital	None
I suffer from a back problem but unless I waste my GP time once a week to demand pain killers I am assumed to be well enough and removed from list to see a specialist. Resulting in more scans and appointments.	Medway Maritime Hospital	
I spoke to ultrasound receptionist who was very rude, when I asked for when my appointment was. She said it would take her ages and huffed and puffed. Very rude.	Medway Maritime Hospital - Ultra-sound department	None
4. Patient Focus		
Standards well met, no discrimination met on ethnic issues. Treatments well highlighted and explained.	Medway - Medway Maritime Hospital	None

My husband & my family received first class treatment from all staff when he had bowel cancer. Even though he is in his 70's they treated him like a friend. Although it is hard when someone is ill a patient must also be respectful to the staff.	Medway Maritime Hospital	None
Food at Medway left a lot to be desired	Medway Maritime Hospital	None
Not a great choice of healthy foods could be improved quality i.e. yoghurts and light meals for patients with poor appetites.	Medway Maritime Hospital	None
Find section 4. Fairly good in all issues.	Medway Maritime Hospital	None
Not good at OPD.	Medway Maritime Hospital	Husband diabetic - no suitable food available when needed
GP's & both hospitals all items satisfactory. As during this period I was not an inpatient. I have X against the food items.	Medway Maritime Hospital	None
Very positive.	Medway Maritime Hospital	None
Food in hospitals need to be healthier.	Medway Maritime Hospital	None
You don't get the respect in hospital, you are just a number.	Medway Maritime Hospital	None
Said it before day shift good night shift what the hell is going on.	Medway Maritime Hospital	None
Although it was clear (i.e. from observations, blood tests, ECG) that my father had suffered a substantial heart attack and was dying the consultant wanted to conduct further tests (i.e. ECHO) to confirm diagnosis and for 'medico legal' reasons.	Medway Maritime Hospital	This we believed would cause discomfort and not allow a peaceful death. The fear of litigation can dictate treatment rather than patient's needs.
I was treated well	Medway Maritime Hospital	None
I needed to eat before 2nd stage of tests, food was available and cost reasonable. Excellent advice of treatment and outcomes.	Medway Maritime Hospital	None
Standards fully met	Medway Maritime Hospital	None
On my visits to the hospital, I have been treated with respect.	Medway Maritime Hospital	None
The restaurant/canteen really needs to be reviewed as the food on offer is not in adequate supply the cost is too expensive and nor readily available after a certain time at night.	Medway Maritime Hospital	None
Personal needs are not respected and such needs as special diet are eventually met after being frowned on and complained about.	Medway Maritime Hospital	None
The main concern was nurses not listening to patients concerns i.e. I am allergic to plasters, patient returned from theatre with plaster and severe reaction. occurred	Medway Maritime Hospital	None
being woken up by night staff at 1.30 am to remove a catheter which should have been removed in day time.	Medway Maritime Hospital	None
Patient had to ask for drip needle to be removed after discharge.	Medway Maritime Hospital	None
I did not feel that I was treated with dignity as I am a young paraplegic but treated as though I was someone with little or no brain.	Medway Maritime Hospital	None
My GP is excellent and does not get good communication from the hospital so he has problem with knowing what conclusion consultants have come to.	Medway Maritime Hospital	None

Personal needs are not respected and such needs as special diet are eventually met after being frowned on and complained about.	Medway Maritime Hospital	None
Ocelot Ward, dignity not good for older people on the ward	Medway Maritime Hospital	None
I feel I have been treated with respect.	Medway Maritime Hospital - at hospital outpatients	None
Individuals treated with respect and dignity.	Medway Maritime Hospital - Endoscopy department	None
Complete confidentiality during hospital out-patient visits. Complaints procedures explained and no obvious discrimination towards ethnic minorities observed.	Medway Maritime Hospital, Gillingham	None
We had a lot of trouble getting an appointment for a second opinion with another Neurologist. The first one we saw was SO RUDE and my GP at the time screwed up on his report and through it in the bin.	Medway Maritime Hospital, Neurology Receptionist	It has been a lot of hassle to get an appointment with a different Neurologist.
I have to say all the treatment I've received from both the PCT & the Medway Hospital has been excellent and a lot better than I believe it to be in other areas of the country.	Medway Maritime Hospital	None
As mentioned before = no provision for food allergies.	Medway Hospital	None
<i>5. Access and Responsive Care</i>		
Appointment for mammogram results cancelled late the day before appointment. Could not get appointment with own consultant for 2 mths after. Had to see a strange doctor that did not know me.	Medway Maritime Hospital	When you go for yearly check for breast cancer why can you not get mammogram results on the same day. Surely this would save the hospital and the patient the inconvenience of two appointments
The internet outpatient hospital choosing an appointment system did not offer any real choice. I was offered the "choice" between two appts half hour apart on the same day, neither of which I could attend. Then had to wait another 2 months.	Medway Maritime Hospital	None
I was in Medway Hospital first admitted to Emergency where I waited 5 hours before being admitted or having treatment given fluids.	Medway Maritime Hospital	None
No Reply	Medway Maritime Hospital	None
Re the Sanderson Centre no views were sought from the service users before it's closure. It is of major concern that the Trust appear to be able to do this and that there appears to be no accountability for the action or anything to stop a similar thing happening again.	Medway Maritime Hospital	None
Although I got good treatment eventually which is still ongoing I find having to wait for appointment & treatment too long (10 weeks).	Medway Maritime Hospital	None
At Hospital outpatient appointment which was outside of normal working hours, so enabling me to attend without losing pay. Now waiting for an appointment for which the waiting time is quoted as "considerable".	Medway Maritime Hospital	None
View of patient is not really taken into consideration.	Medway Maritime Hospital	None

Waiting for doper test for two weeks with gangrenous toes seems a long time to wait for a diabetic. This is not cost effective because if the foot goes gangrenous I would need an amputation.	Medway Maritime Hospital	None
Maternity scans in the hospital can have silly waiting times up to 4 hours and when you have a time booked why do we have to wait. What about the other children at school???	Medway Maritime Hospital	None
NONE.	Medway Maritime Hospital - A&E	None
Very good.	Medway Maritime Hospital	None
Positive.	Medway Maritime Hospital	None
Very elderly female clients entering A&E during the night having fallen, being left by a sliding door from the outside. No cover provided or fluids and for over 4 hours, left alone.	Medway Maritime Hospital	None
It's the Night Shift letting you DOWN.	Medway Maritime Hospital	None
<i>6. Care, Environment & Amenities</i>		
Always have respect from staff.	Medway Maritime Hospital	None
A & E Medway Hosp not very clean.	Medway Maritime Hospital	A & E
Satisfactory.	Medway Maritime Hospital - Hospital outpatient	None
Pretty good.	Medway Maritime Hospital	None
People came in without using alcohol rub.	Medway Maritime Hospital	None
Care been good, found it not that easy to find where I needed to go at Medway Hospital seems to big.	Medway Maritime Hospital	None
All the above are excellent.	Medway Maritime Hospital	None
Medway hosp is not the easiest place to find ones way around.	Medway Maritime Hospital	None
Reception staff were polite and helpful. Only one criticism. Wasn't sure what to do after treatment. Do I go to reception of have to sign anything. Little guidance.	Medway Maritime Hospital	Dentistry Dept
Found GP surgery a& 2 hospitals in good order including clean toilets.	Medway Maritime Hospital	None
Reasonable.	Medway Maritime Hospital	None
Sometimes the bathrooms are not 100% however the amount of patients using them makes it difficult. Also I do not like the mixed wards. I think Darent Valley is getting better in that respect. I don't like the baths. More patients would like a bath seat.	Medway Maritime Hospital	None
NONE	Medway Maritime Hospital	None
Lack of privacy & dignity in a four bed bay in hospital & mixed sex.	Medway Maritime Hospital	None
I don't think that certain area's of Medway Hospital are clean but has improved in some areas.	Medway Maritime Hospital	None
Patients just going home no bed Checks party on ward beer etc Water fights Nurses Kept clean?	Medway Maritime Hospital	None
There appeared a high level of hygiene awareness and regular cleaning operation within the ward.	Medway Maritime Hospital	None

During an over weekend hospital stay I found the standard of toilet cleanliness declined as the weekend progressed.	Medway Maritime Hospital	None
My room was very clean I was treated well	Medway Maritime Hospital	None
Many of our parents have complained about the major disruption going on at The Medway Maritime Hospital whilst the rebuilding work is going on. There seems to have been no consideration about traffic flow, disabled parking spaces or the general muddiness of the car park and access to the main building.	Medway Maritime Hospital	None
Standards fully met.	Medway Maritime Hospital	None
The closure of the only toilet facilities in the Medway Maritime hospital main waiting area whilst renovation is taking place was not thought through. The next closest are often closed with a notice that directs you to x-ray. This is a long walk for people who are not well. Medway Maritime Main entrance during renovation.	Medway Maritime Hospital	None
These group of standards were very good.	Medway Maritime Hospital	None
As a group facilitator there appeared to be some fear especially from the older people in the group of entering into Medway Maritime. Views from some of our 20+ group were afraid for their parents having to enter elderly care wards.	Medway Maritime Hospital	None
I am a diabetic, my big toe got sore and it was very painful. I had to wait 2 weeks for a Doppler scan.	Medway Maritime Hospital	None
Good support & respect from staff and clean	Medway Maritime Hospital	None
Lack of dignity, safety and support for the elderly. Accident & emergency area not well designed as outside door continually causing cold air onto clients in waiting area	Medway Maritime Hospital - A&E	None
I was very concerned about cleanliness. I was quite happy with the way the staff treated me.	Medway Hospital	None
Dignity??? Last thing on their mind. A patient has no Dignity in the Hospital. Gowns, Toilets. Treatment all very undignified	Medway NHS Trust	None
<i>7. Public Health</i>		
More emphasis on making sure people use hand gels when entering the hospital.	Medway Maritime Hospital	None
Alcohol rub again wasn't used by everyone. No one to check.	Medway Maritime Hospital	None
Making sure that disease is prevent - ticked. Femur fracture.	Medway Maritime Hospital	None
Someone had vomited in one of the toilets - the smell was terrible - staff were unable to leave automatic doors open so we could have fresh air. It was extremely hot and very uncomfortable.	Medway Maritime Hospital	Numerous patients walked through mess before it was cleaned up or sign put up
Much more emphasis is needed to the general public on ensuring disease is prevented. Individuals in the NHS must be responsible for this. More public health warnings needed.	Medway Maritime Hospital	None

Hand hygiene needs to be more prominently advertised i.e. larger posters at entrance to wards to remind people to lean and disinfect hands. Especially visitors.	Medway Maritime Hospital	None
Being encouraged to use hand gel by nurse. Clean room / changing booths.	Medway Maritime Hospital	None
On issue making sure that disease is prevented. I am still an ongoing patient at the hospital. I noticed there is NO hand wash sprays in the main entrance etc where people are walking in and out of the building.	Medway Maritime Hospital	Also there is building work on going at present. Needs more care there (not enough hygiene sprays)
Not many people using hand wash mainly patients in Outpatient clinics	Medway Maritime Hospital	None
Ok but no hand gel just inside back entrances to Medway Maritime Hospital. Could do with redecorating and a disused pub beside for many years that should be knocked down.	Medway Maritime Hospital	
Chaplaincy teams ; volunteers. Cancer - friend needed support also family.	Medway Maritime Hospital	None
Medway - During the year I transported my sister Mrs X many times to Medway & she received prompt treatment & care in dermatology & cervical with follow ups.	Medway Maritime Hospital	But her care in checking for a brain tumour was disgusting. She could speak to a secretary for results.
E.g. patients falling out of bed left patient buzzer ignored i.e. one ward all on night shift.	Medway Maritime Hospital	None
Compared with a lot of hospitals the opportunity to wash your hands with the gel to prevent MRSA is lacking in the Medway entrance hall. It is not conspicuous. In some hospitals passing the hand wash posts is like a slalom, consequently more people actually use them. They are not highlighted in the ward entrances. Also staff going in and out of wards do not use the hand wash.	Medway Maritime Hospital	None
Seems good to me.	Medway Maritime Hospital	None
Excellent Service.	Medway Maritime Hospital	None
Healthcare working together well with good referrals and more awareness of people as well as staff washing / cleaning hands.	Medway Maritime Hospital	None