

# A Snapshot of Medway



## What's Going on in Our Area?

February 2021

**Purpose:**

**We wanted to give you a Snapshot of what we have been hearing across Medway over the past couple of weeks.**

You have been contacting us to share your experiences of services across Medway. We have also been speaking to local organisations so that we can give you an up-to-date snapshot of what is going on across Medway.

Some of these issues may well affect YOU - share your experiences with us here:

<https://www.healthwatchmedway.com/have-your-say> and of course, if you need support in finding a service or someone to assist you, or, you just want to let us know about a good, or bad experience you have had whilst using services in Medway then give us a call on 0800 136 656 or drop us an email on [enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)

When we hear that you are struggling with services we listen, and we share your feedback with service providers and relevant organisations so that they can improve their services. We are supporting you to improve services across Medway.



**This is what we have  
heard during February  
so far:**



## **Support for people with Covid**

### **Finger Pulse Oxygen Meters:**

The NHS Kent and Medway Clinical Commissioning Group have announced that they are giving Finger Pulse Oxygen Meters to vulnerable people who have Covid-19 to help them manage their symptoms at home. It enables people to be aware when their oxygen levels drop too low so they can know when to ask for emergency help. So far over 5000 of these Finger Pulse Oxygen meters have been prescribed by GP's to patients attempting to manage Covid-19 at home.

## **Support for people who want Home Births**

We saw the Medway NHS announce the wonderful news that once again they can support people with home births.

The service was temporarily suspended in December 2020, due to advice from SECamb that they were not able to guarantee an ambulance response time to women who planned to give birth at home, however this position has now improved. This service is now back in place but will of course be reviewed, but they hope to continue to support women in Medway to have home births.

## **Social Isolation within the Armed Forces**

The Royal British Legion and The Jo Cox Foundation both share a vision to bring communities together to create a sense of belonging. They hope to explore and address Loneliness and social isolation in the Armed Forces Community (including Veterans, families and carers)

The Royal British Legion and The Jo Cox Foundation are running 'Facing Loneliness Together' a virtual event for members of the Armed Forces, veterans, their families and carers. The event will explore the subject of loneliness and social isolation in the Armed Forces community, and talk about initiatives and plans to address loneliness and social isolation.

The event will take place on Tuesday 23 February 11am-12noon

To register a place visit: <http://orlo.uk/UJO5z>



We heard from the Stroke Association that patients may be missing out on important support. We heard of one patient who was treated at one hospital in Kent for a Stroke, in May 2020 they were then discharged and moved to a neurological unit within Kent for rehabilitation. The family moved home from Kent to Medway and had been waiting for 8 months for a referral for support in Medway. The family had used You-Tube videos to assist in recovery.

This is obviously concerning, have you or someone you know missed out on stroke support services? Let us know here: <https://www.healthwatchmedway.com/have-your-say>

## **Vaccination support for the House-Bound**

The public have been asking us for advice around obtaining a home visit from their GP/Nurse to get their Covid Vaccination. Some people feel they are too vulnerable to visit the Surgery in person, specifically further to having an operation and not having the mobility or the ability to drive to the surgery or being over 90 years old and feel too frail to make the journey.

## Vitamin B12 Injections for the clinically vulnerable

We have heard from wHoo Cares in Hoo about some of the people they support being told they are no longer able to receive their Vitamin B12 injections at their GP Surgery. They have been advised to take oral substitutes. As we understand it, clinically vulnerable people should still be able to obtain their injections and should speak to their GP regarding this.

Has this affected you ?Let us know here:

<https://www.healthwatchmedway.com/have-your-say>

**Thanks to everyone who offered insights into  
these issues**



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