The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	4 May 2021	**Agenda item:**	2
Report Title:	Patient Story		
Author:	Linda Purdy, Associate Director of Patient Experience		
Executive Sponsor:	Mrs Carmel O'Brien, Acting Chief Nurse		

Implications

Link to key strategic objectives
[highlight which KSO(s) this recommendation aims to support]

KSO1	KSO2	KSO3	KSO4	KSO5	KSO6
Safe and compassionate care	*Modernise hospital and estate*	*Staff engagement*	*Partnership working, clinical and financial sustainability*	*Healthy lives staff and patients*	*Investing in our staff*

Board assurance framework	Patient experience supports the delivery of safe and compassionate care as set out in KSO1	
Significant risk register	None	
	Y/N	If Yes state impact/ implications and mitigation.
Quality	Y	Patient experience is a key element of quality, alongside providing clinical excellence and safer care.
Legal and regulatory	N	
Financial	N	

Assurance route

Previously considered by:	None

Executive summary

Action required: *[highlight **one** only]*	Approval	**Information**	Discussion	Assurance	Review

Purpose of the report:	To enable the Trust Board to connect and learn from patient's experiences whilst in our care at the Queen Elizabeth Hospital King's Lynn.
Summary of Key issues:	This month's story is from Gina who recently wrote to the Women and Children's Division to thank them for the excellent individualised patient care she received during her second pregnancy. Gina is a junior sister who works in the Trust. Gina's first pregnancy three years ago was a very different experience than both Gina and her husband had planned. At thirty one weeks pregnant, Gina was at work but went home early as she did not feel well. Within half an hour her baby son Oliver was born at home. Delivering a premature baby at home and alone and the challenges of a premature baby left Gina with post-traumatic stress disorder (PTSD). Gina and Ben wanted another child but both were very worried after the birth of their first child. Gina talks about how wonderful all those involved in her care were during her pregnancy and made such a positive difference to her and Ben.
Recommendation:	The Board is asked to: • Consider Gina and Ben's story.
Acronyms	None

Patient Story

1. Introduction

Gina and Ben's first pregnancy resulted in the premature delivery of their son Oliver at home at thirty one weeks gestation. An ambulance was called and Gina and Oliver were brought to the Queen Elizabeth Hospital. Oliver was in the Neonatal Intensive Care Unit and Gina received the care she required post-delivery. This was a very different experience to what Gina and Ben had expected from their first pregnancy, this resulted in post-traumatic stress syndrome for Gina. She very much wanted another baby but was anxious about what would happen. Gina then had two years of in-depth counselling and worked with a clinical psychologist to remove the traumatic memories that Gina had in relation to Oliver's premature birth. Gina had a planned second pregnancy and this is the part of the story that led Gina to write to the Women and Children's Division.

Experience of Care whilst at the Trust

2. In the letter, Gina talked about the individualised patient care she received. That all of the teams who cared for her during her second pregnancy went above and beyond for her. She describes the care from her Obstetric Consultant Mr Kidwai as exemplary. Gina said he understood their past obstetric history and described him as putting her first and going above and beyond to help them after their experience with their first pregnancy. He listened to Gina's fears and her wishes in terms of her baby's delivery. Monthly growth scans gave her assurance that her baby was growing.

The early part of Gina's pregnancy was in the second wave of the COVID 19 pandemic. At that time, no partners were allowed to come to the antenatal scans and Mr Kidwai recognised the impact of this and arranged for Ben to join Gina at the antenatal scan. Gina was heartened by all the services that helped her and Ben to prepare and support them during their pregnancy.

Gina talked about the excellent care she received from many services naming clinical psychology, the specialist midwives and theatre practitioner all of whom provided the valuable support that Gina and Ben needed.

Baby Eleanor was born at thirty five weeks gestation by a planned caesarean section. Gina had discussed birth options with Mr Kidwai. Eleanor's growth had stopped at thirty five weeks and Mr Kidwai advised that Eleanor needed to be delivered and indicated that it should be the next day. He advised it would be another Obstetrician as he was not at work the next day. To Gina's surprise and awe Mr Kidwai was present in theatre the next day, he said he had come to deliver Gina's baby and that they were going to complete the journey together. Gina was touched by this commitment, kindness and professionalism for the support provided not only by Mr Kidwai but all those involved with Gina's care through her second pregnancy.

Gina reflected that the two pregnancies were so different and it was such a nice experience.

Gina and Ben are at home now in their 'lockdown bubble' enjoying their family life with Oliver and Eleanor and bonding as a family.

Linda Purdy
Associate Director of Patient Experience
28 April 2021