The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

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| **Meeting:** | Board of Directors (in Public) | | |
| **Meeting Date:** | 4 October 2022 | **Agenda item:** | 2 |
| **Report Title:** | Patient Story | | |
| **Author:** | Linda Purdy - Associate Director of Patient Experience | | |
| **Executive Sponsor:** | Alice Webster – Chief Nurse | | |

**Implications**

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

| KSO1 | KSO2 | KSO3 | KSO4 | KSO5 | KSO6 |
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| ***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* |

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| **Board assurance framework** | Patient experience supports the delivery of safe and compassionate care as set out on Key Strategic Objective 1. | |
| **Significant risk register** | | |
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| **Quality** | Y | Patients' and relatives' experience is a key element of quality, alongside providing clinical excellence and safer care. |
| **Legal and regulatory** | | |
| **Financial** | | |

**Assurance route**

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| **Previously considered by:** | *N/A* |

**Executive summary**

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

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| **Purpose of the report:** | To enable the Trust Board to learn from the experiences of our patients and their relatives and consider this story in the context of patient's choice and respecting choices they have made with the patient and the family members. |
| **Summary of Key issues:** | Pauline and William have both helped care and support their brother 'Peter' who had a life changing brain injury after a road traffic collision in 1981. Peter had a learning disability after but had a good quality of life and was able to live life with minimal support but as he aged, he also developed multiple comorbidities and Peter and his family noted he was increasingly frail, and his quality of life had decreased significantly.<br><br>As a result of an admission in early 2022 a considered and detailed decision with Peter at the centre of the decision making led to a |

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| | Proactive Elderly CarE (PEACE) form being completed during the admission to ensure Peter's wishes and best interests were observed.<br><br>Unfortunately Peter became unwell later in 2022 and was transferred from the care home to QEH. Pauline and William share the story of their experience in trying to advocate for their brother's and family's wishes to be upheld. |
| **Recommendation:** | The Board to hear the story of a family advocating for their loved one to ensure his wishes were upheld, but also raise awareness of the PEACE form. |
| **Acronyms** | PEACE - Proactive Elderly CarE |

**Patient story follow-up (Board of Directors, August 2022)**

Graham shared his story with the Board in August.

As part of the work undertaken with Graham he has shared his 'story' at the recent 'Care with Kindness' programme, this was well received. Work is underway to identify how carers may be recognised starting with a planned admission.

The QEH is working with the Carers Forum to enhance the offer provided to carers whilst in our care.