The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	5 October 2021	**Agenda item:**	2
Report Title:	Patient Story		
Author:	Linda Purdy, Associate Director of Patient Experience		
Executive Sponsor:	Mrs 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**
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 on Key Strategic Objective 1.	
Significant risk register		
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	
Previously considered by:	*N/A*

Executive summary					
Action required: *[highlight **one** only]*	Approval	**Information**	Discussion	Assurance	Review
Purpose of the report:	To enable the Trust Board to learn from the experiences and concerns of our patients and relatives and consider this story in the context of the Trust's ongoing work to improve not only patients' experience but that of relatives experience at the QEH.				
Summary of Key issues:	Learning from complaints as a Trust is pivotal to improving patient experience. Whilst the term 'care' often focuses on medical or nursing care, there is however other important aspects of care, such as 'sensory care' that can be overlooked but in doing so can negatively impact a patient's experience. This story demonstrates how as a Trust we have begun to transform care for patients with a sensory deficit. Working collaboratively with relatives and external agencies to improve patient experience.				
Recommendation:	The Board is asked to note the demonstration of learning from complaints with the involvement of patients', relatives and external agencies to improve patient experience.				
Acronyms					

Patient story

1. Introduction

The national suspension of face to face visiting during the second wave of the COVID 19 Pandemic made communication extremely difficult for the patients' and their relatives particularly providing clinical or welfare updates for their loved ones. This resulted in an increase in concerns and complaints raised by relatives and loved ones. A formal complaint was raised by one family who were unhappy about the poor communication by the nursing and medical teams. The family were unable to talk to their loved one easily as the patient was extremely hard of hearing. This was made worse by the fact that during his admission he had multiple ward moves around the Trust and unfortunately during this process his hearing aids were lost. This had a profound effect on the patient's ability to be able to hear, not only on the phone with his family but also his ability to comprehend any discussions within the ward environment. The gravity of this was not fully appreciated by the ward team at the time.

The family met for a local resolution meeting to discuss their complaint and the patient's daughter suggested that by working with the West Norfolk Deaf Association we could improve our patients care by raising awareness of the specific needs of patients with a hearing impairment and teaching our staff about the importance of sensory care.

I am very pleased to say that the Chief Nurse met with Anna Pugh, the lead for WNDA and a plan was implemented to improve the awareness and training for our Trust teams for hearing impaired patients. The Family Liaison Officers and the ward housekeepers have been the first to undertake the training.

As part of the Patient Experience work plan for 2021/2022 we have identified key areas of patient experience that we are focussing on improving with resultant work streams. The sensory impairment group met on Monday 27th September for the first time and it was a very positive meeting with clear plans and objectives in place to improve the patient experience for sensory impaired patients.

We have invited Anna here today to tell you about the 'journey' so far.

2. Patient story follow-up (Board of Directors, May 2021)

The Board heard the story of Aidan and how after accessing several pathways of care after knee surgery commended the services he had experienced.

Aidan has agreed to be part of future training sessions we have with staff to hear about the impact they have on individuals and the differences they can make.