The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	5 October 2021	**Agenda item:**	13
Report Title:	Learning from the COVID-19 pandemic report		
Author:	Karen McGuire – Deputy Chief Nurse		
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**
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	KSO1 – Safe and compassionate care	
Significant risk register		
	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		
Financial		

Assurance route	
Previously considered by:	Quality Committee

Executive summary					
Action required: *[highlight **one** in bold]*	Approval	**Information**	Discussion	Assurance	Review
Purpose of the report:	The report is to share with the Board the final published Report which details our learning from the COVID-19 pandemic, including our learning from the Trust's Duty of Candour exercise.				
Summary of Key issues:	As part of our commitment to openness and transparency, QEH's Quality Committee and Board of Directors took the decision to contact every patient who contracted COVID-19 in the Trust's care, or the next-of-kin for those patients who sadly died, to ensure that they were aware that their loved one is believed to have caught COVID-19 in hospital and to ensure that they know we are very sorry for this. QEH was one of the first Trusts in the country to carry out a Duty of Candour exercise with patients and their next-of-kin, recognising the importance of consistently being open and transparent with our patients and their families, receiving national recognition for doing so				

	and with other Trusts across the country contacting QEH to learn from our approach to this exercise.
Recommendation:	The Board is asked: • To note that the Quality Committee has reviewed and approved the report. • To note the recommendations and actions within the report and the ongoing work to continue to learn from COVID-19 to further improve the experience of patients and their families. • To note the Trust's ongoing commitment to openness and transparency with patients and their families.
Acronyms	DOC – Duty of Candour CELM – Chief Executive Leadership Meeting SI – Serious Incident