The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	1 September 2020	**Agenda item:**	2a
Report Title:	Patient Story		
Author:	Edmund Tabay, Deputy Chief Nurse		
Executive Sponsor:	Dr April Brown, 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 with patient's experiences whilst in our care at the Queen Elizabeth Hospital King's Lynn.
Summary of Key issues:	This month the story is from Libby Mitcheson-Smith who was admitted to Stanhoe Ward during May 2020. Her experience of care was not positive but also recognised the caring behaviour and professionalism of some staff.
Recommendation:	The Trust Board to consider the patient story during May 2020.
Acronyms	QEHKL- The Queen Elizabeth Hospital King's Lynn

Patient Story

1. Introduction

Libby Mitcheson-Smith was admitted to Stanhoe Ward during May 2020. Initially, she was treated extremely well by the ward staff, but the subsequent experience was negative which she was not expecting from the caring profession.

2. Experience of Care Whilst at the Trust

- Libby witnessed that elderly patients on the ward were not treated appropriately, including the lack in the provision of basic care (drinks not offered and call bells not responded to in a timely manner).
- During her admission, she decided to self-discharge as she was located in a bay of COVID-19 positive patients despite being tested negative and her decision was not facilitated by ward staff but was made possible by one of the doctors.
- Staff on the ward were seen to be inappropriately jubilant on receipt of free food.
- Positively, Libby commended the visibility and approach of Matron Karon Strong who visited the ward regularly and spoke to all the patients. Libby also welcomed the reassurance from the Trust Chief Executive that care standards were in place and being monitored during her readmission.

Edmund Tabay, Deputy Chief Nurse
25 August 2020