The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in public)		
Meeting Date:	2 February 2021	**Agenda item:**	2.2
Report Title:	Action from patient story (December 2020)		
Author:	Claire Kent, Lead 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 Board to connect and learn from patients' experiences whilst in our care at the Queen Elizabeth Hospital King's Lynn.
Summary of Key issues:	Feedback from issue raised after patient story at Board in December 2020.
Recommendation:	The Trust Board is asked to note the action taken in response to the patient story received at Board in December 2020.
Acronyms	None

Action from December 2020 Patient Story

During the December 2020 patient story, Tim raised that staff had insufficient time off between day and night shifts. We have reviewed our electronic rostering systems which have safeguards in place to prevent a staff member working a night shift immediately followed by a day shift and vice versa, ensuring that there is at least 11 hours between shifts. However, there may be occasion when staff work both days and nights in the same week for the needs of the service, especially to cover unplanned absence.

Claire Kent, Lead Nurse
18 January 2021