The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in public)		
Meeting Date:	2 February 2021	**Agenda item:**	2.1
Report Title:	Patient Story		
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 patient's experiences whilst in our care at the Queen Elizabeth Hospital King's Lynn.
Summary of Key issues:	This month's story is from Carol who raised concerns about the care of her brother, Norman whilst he was an in-patient in December 2020.
Recommendation:	The Board is asked to consider Carol and Norman's story.
Acronyms	None

Patient Story

1. Introduction

Norman was first admitted to the Queen Elizabeth Hospital in October 2020. He had complex care needs and required extensive support at home. Whilst on a medical ward his condition deteriorated, and he spent four weeks in critical care. From critical care he was transferred to the Royal Papworth Hospital NHS Foundation Trust for specialist respiratory support: Norman returned to Queen Elizabeth Hospital on 11 December 2020. Between the 11 December 2020 and January 2021 Norman spent time on four different wards. Concerns were raised by both his brother and sister shortly after his return in relation to several aspects of his care. Carmel O'Brien, Director of Patient Safety, spoke to Carol to discuss these issues and has since spoken to Dr April Brown, Chief Nurse.

2. Experience of Care whilst at the Trust

Carol raised several concerns:

- At times relatives could not get through to the wards by telephone so were unable to get updates. Carol was particularly keen to pass on information to nursing staff about Norman's complex care needs, especially in relation to pressure area care.
- On return from the Royal Papworth Hospital NHS Foundation Trust (on a Friday) Norman's nasogastric tube fell out and we stated we were unable to provide the diet he required as it was a weekend.
- Carol was concerned that a doctor discussed issues related to resuscitation with her by telephone when her brother had capacity.
- When Norman moved to a 'red' ward staff stated that they were unable to give information over the telephone to family.

Claire Kent, Lead Nurse
18 January 2021