The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	1 December 2020	**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 Trust 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 Tim, one of our porters, who had COVID-19 in April 2020. He was extremely unwell and spent several weeks in Critical Care.
Recommendation:	The Board is asked to consider the story.
Acronyms	None

Patient Story

1. Introduction

Tim was admitted to hospital on 28 April 2020 and initially cared for on Necton ward. After several days, despite treatment, he continued to deteriorate and was transferred to Critical Care. He was discharged home on 17 June 2020 and returned to work in August 2020.

2. Experience of Care Whilst at the Trust

- Tim is very positive about the care he received at all stages of his patient journey.
- He described working through difficulties as a patient who was ventilated via a tracheostomy when communicating with staff who are in full PPE. Tim is able to clearly remember the dreams he had whilst he was unconscious.
- Tim was supported on Critical Care to speak to his family using Face Time.
- Tim does remember noting a small number of episodes on the ward when the communication he heard between staff and other patients was not always kind and compassionate.
- Tim knew many of the staff providing care but he did not find this uncomfortable.

Claire Kent, Deputy Chief Nurse
24 November 2020