The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	1 December 2020	**Agenda item:**	2.2
Report Title:	Update on the Patient Story		
Author:	Edmund Tabay, Deputy Chief Nurse		
Executive Sponsor:	Dr April Brown, Chief Nurse		

Implications					
Link to key strategic objectives					
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 effective care as set out in KSO1.				
Significant risk register	None				

	Y/N	If Yes state impact/ implications and mitigation
Quality	Yes	Patient experience is a key element of quality, alongside providing clinical excellence and safer care.
Legal and regulatory	No	
Financial	No	

Assurance route					
Previously considered by:	None				
Executive summary					
Action required: *[highlight **one** only]*	Approval	**Information**	Discussion	Assurance	Review
Purpose of the report:	To update the Board on actions taken following the patient story at the Trust Board meeting on 3 November 2020.				
Summary of Key issues:	The patient story at the Trust Board meeting on 3 November 2020 was about a woman who was admitted to our maternity unit who gave birth to a baby boy in September 2020. As first-time parents, Laura and her partner were understandably very anxious as they did not know what to expect especially during the COVID-19 pandemic. Laura mentioned that her antenatal clinical care had been exceptional, however the administration had been poor and reception staff at North Cambridgeshire needed to be reminded to wear their PPE (mask) properly.				
Recommendation:	The Board is requested to note the actions taken following the patient story.				
Acronyms	None				

Patient Story Update from 3 November 2020

1. Introduction

Laura was admitted to the Waterlily Birth Centre and gave birth to a baby boy in September 2020. Laura shared the positive experience she had in the unit and the excellent care she and her husband received.

2. Summary

- As a first time expectant mother who wanted minimal intervention during the birth process. Laura and her partner felt they were listened to with regard to their birth preferences.
- The midwives allowed Laura and her partner to create birth memories that they could share of their first child that was always thought of as special and leaving Laura empowered whilst maintaining privacy and safety.
- Laura and her partner received exceptional care from the midwives who provided support, encouragement and care, and being 'in the background' when needed.
- Laura mentioned that her antenatal clinical care had been exceptional, however the administration had been poor whereby an appointment was scheduled at 12 mid-night. Laura also observed that the reception staff at North Cambridgeshire Hospital needed to be reminded to wear their PPE (mask) properly.

3. Update on Our Actions Following Trust Board on 3 November 2020

- The positive experience of Laura and her partner has been shared with the multi-disciplinary team.
- The Midwifery Matron discussed with the team regarding the wrong appointment, and the appropriate and correct use of PPE was also emphasised during the conversation. In addition, a protection screen was installed in the reception area at North Cambridgeshire Hospital.

Edmund Tabay, Deputy Chief Nurse
24 November 2020