The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in public)		
Meeting Date:	7 April 2021	**Agenda item:**	2
Report Title:	Follow up to the patient story from the March 2021 Trust Board Meeting		
Author:	Linda Purdy, Associate Director of Patient Experience		
Executive Sponsor:	Carmel O'Brien, Acting 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 update the Trust Board on actions taken following the patient story at the Trust Board meeting on 2 March 2021.
Summary of Key issues:	The patient story at the Trust Board meeting on 2 March 2021 was from Joanne who raised concerns about the anxiety and frustration caused to her and her family when her mother was admitted to the Trust during December 2020. Whilst an inpatient, Pat also tested positive for COVID-19. Joanne described the difficulty they found in obtaining any information on the various wards about her mother's wellbeing. In response to Joanne's concerns, the following initiatives were put in place: • Introduction of Patient Helpline • Appointment of Family Liaison Officers
Recommendation:	The Trust Board is requested to note the actions taken following the patient story.
Acronyms	None

Follow up to the patient story from the March 2021 Trust Board Meeting

1. Introduction

Joanne raised concerns about the anxiety and frustration caused to her and her family when her mother was admitted to the Trust during December 2020. Whilst an inpatient, Pat also tested positive for COVID-19.

2. Summary

Joanne described the difficulty they found as a family in obtaining any information on the various wards about their mother's wellbeing:

- Telephones on wards not answered – Joanne described her frustration at not being able to get an update on her mum's wellbeing despite multiple phone calls – Joanne just wanted an update, to know how Pat was progressing. Joanne did get a birthday message to Pat via the PALS team.
- Impact of multiple ward moves – Joanne described the same difficulties experienced on each ward, with the exception of the last ward Leverington.

3. Actions taken in response to the concerns

The Trust had introduced the Patient Helpline on 25 January 2021. At the peak of the second wave, this has been instrumental in aiding communication with the patients and their relatives.

The eight Family Liaison Officers who have been appointed on a fixed term 12 month contract have now commenced employment and are acting as the interface between patients and their relatives. Their presence on the wards has seen a reduction in the use of the Patient Helpline and there have been fewer concerns raised by relatives around difficulty in getting through to wards.