The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	3 November 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 Trust Board on actions taken following the patient story at the Trust Board meeting on 6 October 2020.
Summary of Key issues:	The patient story at the Trust Board meeting on 6 October 2020 was about Linda who was a patient at the Queen Elizabeth Hospital King's Lynn during August 2020 and her experience was delivered by her daughter, Jeannie. Linda received excellent care from the multi-professional team and Jeannie observed outstanding leadership on the ward from the Senior Sister. Linda's condition improved and was finally well enough to go home during September 2020.
Recommendation:	The Trust Board is requested to note the actions taken following the patient story.
Acronyms	None

Patient Story Update from 6 October 2020

1. Introduction

Linda was admitted to the Queen Elizabeth Hospital King's Lynn in August 2020 and her experience was delivered by her daughter, Jeannie.

Due to her condition, Linda was transferred to West Newton ward. Linda's condition improved and was finally well enough to go home during September 2020.

2. Summary

- Jeannie witnessed excellent care on the ward from all members of the multi-professional team. Linda was treated with dignity and kindness as soon as she arrived on the ward.
- Aside from the care given to Linda, her family members were allowed to stay with her which was an invaluable support at such a difficult time.
- Jeannie believes that the care afforded to Linda contributed to her recovery which finally allowed her to be discharged home.
- The family members witnessed outstanding leadership from the Senior Sister Donna Snowden who always leads by example.

3. Update on Our Actions Following Trust Board on 6 October 2020

- The positive experience of both Linda and Jeannie whilst under our care has been shared with the multi-disciplinary team.
- The feedback motivates and supports staff to continuously improve in the delivery of compassionate care.

Edmund Tabay, Deputy Chief Nurse
21 October 2020