The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	3 November 2020	**Agenda item:**	2.1
Report Title:	Patient Story		
Author:	Edmund Tabay, Deputy Chief 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 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. On admission to the Waterlily Birth Centre to the delivery of baby boy Edward, they received the highest standard of care.
Recommendation:	The Trust Board is asked to consider the story.
Acronyms	None

Patient Story

1. Introduction

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

2. Experience of Care Whilst at the Trust

- 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.
- The environment of Waterlily sustained the relaxed environment that they had hoped for.

Edmund Tabay, Deputy Chief Nurse
27 October 2020