The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	6 October 2020	**Agenda item:**	2
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 Board to connect with patient's experiences whilst in our care at The Queen Elizabeth Hospital King's Lynn.
Summary of Key issues:	This month's story is about Linda Stewart who was a patient at The Queen Elizabeth Hospital King's Lynn during August 2020 and her experience will be delivered by her daughter, Jeannie Harrod. Due to her condition, Linda was transferred to West Newton ward. Whilst on the ward, she 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 Linda was finally well enough to go home during September 2020.
Recommendation:	The Board is asked to consider the patient story.
Acronyms	QEHKL- The Queen Elizabeth Hospital King's Lynn

Patient Story

1. Introduction

Linda Stewart was admitted to The Queen Elizabeth Hospital King's Lynn in August 2020 and her experience will be delivered by her daughter, Jeannie Harrod.

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

2. Experience of Care Whilst at the Trust

- 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. The staff on the ward are happy and kind and morale appears high, testament to Sister Snowden's leadership.

Edmund Tabay, Deputy Chief Nurse
28 September 2020