The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Meeting:	Board of Directors (in Public)		
Meeting Date:	6 October 2020	**Agenda item:**	3
Report Title:	Revisiting Previous Patient Stories		
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 Board meeting on 1 September 2020.
Summary of Key issues:	The patient story at the Board meeting in September 2020 was from Libby Mitcheson-Smith who was admitted to Stanhoe Ward during May 2020. Her experience of care was not a positive one but also recognised the caring behaviour and professionalism of some of our staff. In order to bring the learning from the patient story closer to the bedside, Stanhoe ward has invited Libby Mitcheson-Smith to share her experience of care whilst on the ward; this is scheduled for November 2020.
Recommendation:	The Board is requested to note the actions taken following the patient story.
Acronyms	None

Patient Story Update from 1 September 2020

1. Introduction

Libby Mitcheson-Smith was admitted to Stanhoe ward during May 2020. Initially, she was treated extremely well by the ward staff, but the subsequent experience was a negative one which she was not expecting from the caring profession.

2. Summary

- Libby witnessed that elderly patients on the ward were not treated appropriately, including the lack in the provision of basic care (drinks not offered and call bells not responded to in a timely manner).
- Libby's decision to self- discharge was not facilitated by ward staff but was made possible by one of the caring doctors.
- Staff on the ward were seen to be inappropriately jubilant on receipt of free food during the peak of COVID-19 pandemic.

3. Update on Our Actions Following Trust Board on 1 September 2020

- In order to bring the learning from the patient story closer to the bedside, Stanhoe ward has invited Libby to share her experience of care whilst on the ward; this is scheduled for November 2020.
- Whilst waiting for the scheduled meeting, all staff on the ward were made aware of the impact of Libby's experience to patients' perception of hospital care.

Edmund Tabay, Deputy Chief Nurse
28 September 2020