Agenda Item No.2

NHS
The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC)

RESPONSIBLE DIRECTOR:	REPORT FOR:		IMPACT ON BUSINESS:		
Libby McManus, Chief Nurse	Decision		High	Med	Low
	Discussion	X		X	
	Information				
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
Edmund Tabay, Deputy Chief Nurse	Strategic				
	Operational	X			
	Governance		**RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)**		
PEER ASSIST:	**PEER REVIEW:**				
CQC Domain: (safe, caring, effective, responsive, well-led)	Effective Responsive Safe Caring				

Meeting Date: 4th February 2020
Report Title: Patient experience of care whilst at the QEH

PURPOSE:

To enable the Board to connect with real patient experiences of care whilst in our care at the Queen Elizabeth Hospital.

SUMMARY:

This month the story is from a gentleman who would like to express his thanks and admiration for the staff in Critical Care Unit and on Tilney ward following his admission to the hospital with a life threatening condition.

FINANCIAL IMPLICATIONS / EFFICIENCY SAVINGS / QUALITY IMPROVEMENT:

RISK ASSESSMENT (CROSS-REFERENCE WITH RISK REGISTER WHERE APPROPRIATE):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
			X		X

RECOMMENDATIONS:

The Trust Board to consider the patient story.

REPORT TO THE TRUST BOARD ON A PATIENT'S EXPERIENCE

1. INTRODUCTION

John Hobden was admitted to the QE with a life threatening condition in September 2019. Mr Hobden will share his experience of the excellent care he received as a patient in Critical Care Unit and on Tilney ward.

2. EXPERIENCE OF CARE WHILST AT THE QEHKL

- Mr Hobden found the staff in Critical Care Unit attentive and responsive to his needs with full explanation of any procedure, taking into consideration that he was not fully conscious much of the time.

- On Tilney ward, he was cared for by a competent and well committed team, each of whom knew their jobs and carried them out with high levels of skill and determination.

- According to Mr Hobden, a stay in hospital will never be enjoyable but those who cared for him made it as comfortable as they possibly could.

Edmund Tabay, Deputy Chief Nurse
27 January 2020