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: | | |
|---|---|---|---|---|---|
| Emma Hardwick<br>Chief Nurse | Decision | | High | Med | Low |
| | Discussion | ✓ | ✓ | | |
| | Information | ✓ | | | |
| **LEAD MANAGER:** | **REPORT TYPE:** | | **BAF REFERENCES & RAG:** | | |
| Claire Roberts<br>Associate Director of Patient Experience | Strategic | | | | |
| | Operational | ✓ | | | |
| | Governance | ✓ | **RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)** | | |
| **PEER ASSIST:** | **PEER REVIEW:** | | | | |
| | | | | | |
| **CQC Domain: (safe, caring, effective, responsive, well-led)** | All | | | | |

**Meeting Date:** 31 July 2018

**Report Title:** Patient Story Update

| **PURPOSE:** | | | | | |
|---|---|---|---|---|---|
| To provide the Board with an update on some of the issues discussed at recent Board meetings | | | | | |
| **SUMMARY:** | | | | | |
| This brief update provides an update on the patient stories from the last six months. | | | | | |
| **RISK ASSESSMENT (CROSS-REFERENCE WITH RISK REGISTER WHERE APPROPRIATE):** | | | | | |
| **Strategic / External** | **Operational/ Organisational** | **Financial** | **Clinical** | **Legal/ Regulatory** | **Reputational / Patient Experience** |
| | ✓ | | ✓ | | ✓ |
| **RECOMMENDATION/S:** | | | | | |
| For information | | | | | |

**Patient Story Update**

**Board of Directors meeting 31.07.2018**

The patient story in May was provided by Mr Chris Evans who was a patient at this hospital on West Raynham ward for an extended period from November last year until the 22 January 2018. His wife Jane, who is the Chair of West Norfolk Carers Association and a Governor here at the hospital, accompanied and supported him. His story was a very moving one that described the difficult journey back from having a stroke and the fears and struggles associated with a loss of physical function and the sense of absolute dependence on others for care and treatment.

Unfortunately the story highlighted some aspects of individual practice on the Stroke Unit that were not in accordance with the Trust's Values and Behaviours and had compromised Mr Evan's care and well-being.

This matter is now subject to a formal internal investigation led by a senior nurse from outside the Division. In addition, whilst the Trust is waiting for the new Lead Nurse for the Stroke Unit to come into post, the Deputy Associate Chief Nurse for the Medical Division is providing managerial oversight to the Unit and exercising nurse leadership within the area which includes monitoring practice and ensuring the maintenance of standards of care.

In a follow-up to the issues associated with caring for patients with delirium, the Lead Nurse for Older People and Liaison services has just completed a spot audit on Delirium utilising the national audit proforma. The results of this audit are disappointing but will be presented in full at the next Quality and Performance committee.

Claire Roberts
Associate Director of Patient Experience 24.07.18