Agenda Item No.14

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 Chief Nurse	Decision		High	Med	Low
	Discussion	✓	✓		
	Information	✓			
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
Claire Roberts 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

PURPOSE:

To provide the Board with the context of today's 'Patient Story' so that the Board appreciates the background to the story. Today the story involves the recollection of a patient that has recently had surgery for bowel cancer.

SUMMARY:

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

Board of Directors meeting 31 July 2018

The patient story today is kindly being provided by Mrs Valda Ashton. She will be accompanied by her husband Peter who has Alzheimer's disease and a hearing loss. Mrs Ashton is 80 years old and they are therefore very dependent on each other. She underwent surgery for cancer of the bowel in June this year and she is keen to share her story.

Clearly this was a very major event for her and she wishes to highlight both the difficulties and the really positive experiences that she has had throughout her pathway of care. They both sought support from the PALS department during their time with us so this may also feature in her story.

She has now recovered from her surgery and is feeling well in herself.

Claire Roberts
Associate Director of Patient Experience