Agenda Item No.8

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 Interim Director of Nursing	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: 30 May 2017

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 Story from the January Board meeting.					
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 30 May 2017

In March the patient story was provided by Julie Grange, the mother and primary carer of her disabled daughter. During her story she raised a number of concerns that required review and further action. These have been taken forward by the Interim Director of Nursing and updates have been provided to Non-Executive Directors during the intervening period.

Mrs Grange raised an issue relating to the completion of care rounding records. On investigation it was evident that over the period of her daughter's stay on Tilney ward that the care rounding records had not been completed in a contemporaneous way, i.e. it appeared that the care rounding record had been completed at the end of a shift rather than at the time of the care rounding activity. As it was not possible to identify the date or time of the issue that Ms Grange referred to, the Interim Director of Nursing has taken a ward approach to addressing this matter. The Interim Director of Nursing and Matron have attended the ward meetings to highlight what was reported by Mrs Grange and to ensure that all registered and unregistered staff are aware of Trust guidance in relation to care rounding.

This issue has also been shared with all the Matrons and Sisters at the Nursing and Midwifery Board and a review of the care rounding approach for all staff is in progress and care rounding will be included as part of the new suite of Nursing Metrics over this coming year.

During the meeting between the Interim Director of Nursing and Mrs. Grange it was identified that it would be helpful for Miss Zoe Grange to have a 'Patient Passport' completed to ensure that all of her complex care needs were clearly articulated and to provide Mrs Grange and her daughter with confidence that all staff would be aware of these. It was also agreed that this would facilitate Miss. Grange having a clear route to a ward that they were both familiar with and where the staff understood her complex health needs. Matron Strong has since arranged to meet with Mrs. Grange on the 31st May and it is intended that the Patient Passport will be completed and mutually agreed at this time.

Claire Roberts
Associate Director of Patient Experience
24.05.17