Agenda Item No.13

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: 29 May 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 recent emergency admission and the subsequent patient journey.
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 29 May 2018

The patient story today is kindly being provided by Mr Chris Evans. Mr Evans was a patient at this hospital on West Raynham ward for an extended period from November last year until the 22nd January 2018. His wife Jane, who is the Chair of West Norfolk Carers Association and a Governor here at the hospital, will be accompanying him but the story will be entirely from his perspective.

His story began on the 28 October 2017 when he presented in A&E with a haemorrhagic stroke. He was initially transferred to Addenbrookes hospital for treatment and then returned to King's Lynn a month later for a prolonged period of rehabilitation on the Stroke Unit. He had an eventful period of recovery with an episode of sepsis and other setbacks but is now home and coping quite well.

He would like to share with the Board those aspects of care he felt went really well but also those issues where he feels there is room for improvement.

Claire Roberts
Associate Director of Patient Experience