Agenda Item 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: 29 May 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 29.05.2018

The patient story in March was provided by Dr. Keith Redhead, a retired local GP. He discussed his experience of being a patient at the Trust, first as an emergency admission followed shortly after by a planned admission for a surgical procedure. Dr. Redhead provided a very positive account of his experience as a patient and focused not only on the efficiency of the service but also on the diversity of those who provided his care.

Although there is no obvious follow up to this individual story there is clearly a follow up in terms of the current pathway for patients awaiting an elective procedure. Patients are increasingly raising concerns about cancelled operations and delays in being treated. In the first four months of the year we have reported that 207 patients have been cancelled at the last minute and for some patients this has meant more than one cancellation. Patients and their families have expressed their disquiet through submitting formal complaints and as part of PALS enquiries. These relate to cancelled procedures but also concerns about actually getting an initial appointment and so starting on the pathway to treatment.

In order to help support patient safety in this difficult environment a cancellation policy and flow chart has been devised to ensure that staff follow a due process and this was ratified in the Trust Executive Committee this week and where possible, patients are being brought in as day cases to try and limit waiting times.

After a very glowing patient story about the work of the Audiology department in January it is disappointing to report receiving a complaint during the last few weeks from the West Norfolk Deaf Association about our support for totally deaf patients when they are admitted as inpatients. There have now been two instances in which staff failed to arrange for a Sign Language interpreter for patients who had no other means of communication. This has been addressed with the wards concerned but will inform one of the Trust's Quality Priorities for the coming year in which it is intended to focus on improving communication with those patients that have a sensory impairment. The West Norfolk Deaf Association has been asked if it can support this initiative by providing training sessions for frontline staff and there will be an accompanying programme of awareness raising and practical guidance on how to look after hearing aids.

In relation to the story from last year that looked at our management of patients with delirium, it is pleasing to report that the Lead Nurse for Older People & Liaison Services has now assumed a corporate role and will be focusing on improving the care and management of older patients and those with dementia and delirium as part of her new role. She has also reformed the steering group to support her in developing a strategic approach to improving care for the complex older patient and those with dementia. The steering group will support and monitor a programme of improvement initiatives throughout the coming year, reporting back via chair's key issues to the Patient Experience Steering Group.

Claire Roberts
Associate Director of Patient Experience 23.05.18