Agenda Item No.3

NHS
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:		
Libby McManus, Chief Nurse	Decision		High	Med	Low
	Discussion	X		X	
	Information				
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
Edmund Tabay, Deputy Chief Nurse	Strategic				
	Operational	X			
	Governance		**RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)**		
PEER ASSIST:	**PEER REVIEW:**				
CQC Domain: (safe, caring, effective, responsive, well-led)	Effective Responsive Safe Caring				

Meeting Date: 26th November 2019
Report Title: Revisiting the Patient Story – an update on the actions taken following the patient story at the Trust Board

PURPOSE:

To update the Board on actions taken following the patient story at the board on 29th October 2019

SUMMARY:

Laura Gathercole shared her positive experience at the Trust board of the care she received throughout her pregnancy journey including the excellent care she had when she gave birth on 1st October 2019.

FINANCIAL IMPLICATIONS / EFFICIENCY SAVINGS / QUALITY IMPROVEMENT:

RISK ASSESSMENT (CROSS-REFERENCE WITH RISK REGISTER WHERE APPROPRIATE):

Strategic / External	Operational/ Organisational	Financial	Clinical	Legal/ Regulatory	Reputational / Patient Experience
			X		X

RECOMMENDATIONS:

The Trust Board is requested to note the actions taken following the patient story.

REPORT TO THE TRUST BOARD ON PATIENT EXPERIENCE

1. INTRODUCTION

- Laura Gathercole was admitted to the maternity unit and gave birth to a healthy baby girl. Laura shared her positive experience of care throughout her pregnancy journey including the excellent care she received when she gave birth on 1st October 2019. She wanted to do this as she had read and heard about negative experiences through media.

  As a first time mother, this had really concerned her. Having had such a contrasting experience, she wanted the opportunity to feedback to everybody.

2. EXPERIENCE OF CARE WHILST AT THE QEHKL

- In summary, Laura had a very positive experience of care whilst in the maternity unit at the QEH. The staff were very approachable, supportive and allowed her to develop confidence as a first time mother; however, she mentioned that there was inconsistency in the frequency of serving hot drinks during the weekend.

3. UPDATE OF ACTIONS FOLLOWING THE PATIENT STORY

- The positive feedback was shared with the maternity staff via the safety huddle and handover.
- The lack of hot drinks offered to patients during weekends was acted upon by the matron for maternity.

Edmund Tabay, Deputy Chief Nurse
19th November 2019