Agenda Item No.2

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	✓		✓	
	Information				
LEAD MANAGER:	**REPORT TYPE:**		**BAF REFERENCES & RAG:**		
Edmund Tabay, Deputy Chief Nurse	Strategic				
	Operational	✓			
	Governance		**RELATED WORK: (PREVIOUS PAPERS TO COMMITTEE)**		
PEER ASSIST:	**PEER REVIEW:**				
CQC Domain: (safe, caring, effective, responsive, well-led)	Caring				

Meeting Date: 26 November 2019
Report Title: Patient Story – an experience of care at the Trust

PURPOSE:

To enable the Board to connect with real patient experiences of our care whilst at the Queen Elizabeth Hospital.

SUMMARY:

This month the story is from a gentleman who received inadequate communication and experienced delays in follow up following a surgical procedure at the Trust.

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
	✓		✓		✓

RECOMMENDATIONS:

Trust Board to consider the patient story.

REPORT TO THE TRUST BOARD ON A PATIENT'S EXPERIENCE

1. Introduction

Mr Ian Semmons underwent a surgical procedure at the Trust in October 2019. There were no concerns with the procedure or with the post-operative care.

However, following discharge, the Trust failed to communicate appropriately with Mr Semmons with regard to outpatient follow up appointments. In addition, Mr Semmons was not offered a follow up appointment within the clinically agreed timescales.

Experience of care

- The Trust failed to communicate appropriately with Mr Semmons regarding the follow up appointment arrangements following discharge
- There was an unacceptable delay in the clinic appointment offered. This was booked eight months after discharge and should have taken place three months following the surgical procedure.
- In addition, Mr Semmons shared his son's unsatisfactory patient experience with the Trust's oral surgery department.