Agenda Item 3

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: 29th October 2019
Report Title: Revisiting the Patient Story – from September meeting

PURPOSE:

To update the Board on actions taken following the patient story at the board on 1st October 2019

SUMMARY:

Mr Daniel Tyers, son of Mrs Greyson shared his account and experience of the care his mother received whilst a patient at the QEHKL. Specifically, these were in relation to a number of issues which included prescribing of her medications, poorly coordinated discharge planning and arrangements and the family involvement with her care.

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 story.

REPORT TO THE TRUST BOARD ON PATIENT EXPERIENCE

1. INTRODUCTION

- Mr Daniel Tyers, son of Mrs Valerie Greyson shared his account and experience of the care his mother received whilst a patient at the QEHKL. Specifically, this was in relation to Mrs Greyson's admission in March 2018 and May 2019.

2. EXPERIENCE OF CARE WHILST AT THE QEHKL

- Delay in the administration of Mrs Greyson's Parkinson's medications
- Experience of poor care in the Emergency Department and on the ward.
- They noted the lack of a seven day service which meant that during the Bank Holiday weekend there was a delay in speaking to the relevant medical team who knew Mrs Greyson.

3. UPDATE OF ACTIONS FOLLOWING THE PATIENT STORY

- Neurology teachings on the wards have commenced and being facilitated by the specialist nurse. This includes a clear guidance on how to look after patients with Parkinson's disease. Yellow stickers are now available to be affixed on the drug charts reminding staff on the importance of administering Parkinson's medications which are time -critical drugs.
- The Trust aims to deliver a seven day service and there is an ongoing audit to determine which services are available and identify gaps in the current service.
- Matrons have started refocussing on how they are able to use their "ward round" time. The focus is on the whole range of care and professional issues, one of which is patient experience.

Edmund Tabay, Deputy Chief Nurse
23rd October 2019