Agenda Item.2

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: 29th October 2019
Report Title: Patient experience of care whilst in the maternity unit

PURPOSE:

To enable the Board to connect with real patient experiences whilst in our care at Queen Elizabeth Hospital, the maternity unit at the Queen Elizabeth Hospital King's Lynn NHS Foundation Trust.

SUMMARY:

This month the story is from a lady admitted to our maternity unit who gave birth to a baby girl on 1st October 2019. As a first time mother, she was understandably very anxious as she did not know what to expect.

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 to consider the excellent care that a patient received whilst in the maternity

REPORT TO THE TRUST BOARD ON A PATIENT'S EXPERIENCE

1. INTRODUCTION

Laura Gathercole was admitted to the maternity unit and gave birth to a baby girl. Laura will share her positive experience of care throughout her pregnancy journey including the excellent care she received when she gave birth on 1st October 2019.

2. EXPERIENCE OF CARE WHILST AT THE QEHKL

- Laura's prenatal care was excellent. As a first-time mother, the midwives have always explained things clearly to her and she felt that she was listened to when voicing her concerns.
- Staff in the maternity unit are very approachable and always introduce themselves.
- Staff in the unit afforded her time to develop an early close bonding with her baby.
- Her experience made her confident that women who are admitted in the maternity at the QE get the same care she had.

Edmund Tabay, Deputy Chief Nurse
23rd October 2019