The Queen Elizabeth Hospital NHS
King's Lynn
NHS Foundation Trust

REPORT TO THE BOARD OF DIRECTORS (IN PUBLIC/PRIVATE)

RESPONSIBLE DIRECTOR:	REPORT FOR:		IMPACT ON BUSINESS:		
Catherine Morgan Director of Nursing	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: 26th July 2016

Report Title: Patient Story

PURPOSE:
To provide the Board with the context of today's 'Patient Story' so that the Board appreciates the background to the story and how the incident concerned has led to an opportunity for learning and delivering a cultural change amongst the staff involved.
SUMMARY:

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

Board of Directors meeting 26th July 2016

Mr. Steve Smith is a lecturer at the University of East Anglia within the Faculty of Health Sciences and has taught many of the nurses that now work within the Trust. More importantly for the purposes of today's story he is the father of Simon. Simon is 29 years old and was first diagnosed with Bipolar Disorder when he was 19. The story that Steve is going to share with you relates to when Simon attended the Emergency Department last year in crisis and how he was received and cared for within the Trust by both our staff and those from Norfolk and Suffolk NHS Foundation Trust (NSFT), who provide the mental health liaison service to the Emergency Department.

Although this story relates to last year it is an important one to hear because the care and treatment of mental health patients in crisis is a very current one and on the 14th of this month the Trust was subject to an inspection visit from the CQC specifically looking at how the NSFT Liaison service was operating in the Emergency Department. We are yet to receive feedback from the visit but I understand there will be recommendations for this Trust in relation to the environment and processes for managing patients with mental health problems who present at the Emergency Department.

Mr. Smith had a difficult and upsetting experience last year but chose to address it positively and I hope he will share with you what has now come from this incident. The Emergency Department has arranged a mental health study day which is due to take place in September and one of the contributors on the day will be Mr. Smith.

Claire Roberts
Associate Director of Patient Experience