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 Update

PURPOSE:
To provide the Board with an update on some of the issues discussed at recent Board meetings
SUMMARY:
This brief update provides a follow up to the last patient story and a further update on the work that is continuing looking at improving discharge arrangements.

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 Update

Board of Directors meeting 26th July 2016

The last patient story was kindly provided by Ms. Craig who provided a very emotional and moving account of what it felt like to be a patient on one of the wards following major surgery and also how ineffective and poor arrangements for discharge affected her and led to an overall poor experience as a patient, despite very successful surgery.

A short while after delivering the patient story Ms. Craig came into the Trust again as an inpatient and underwent further reconstruction surgery. She was naturally very apprehensive of coming here again as a patient but did have a more positive experience on this occasion and had a successful outcome to her operation.

To ensure that the ward staff learn from her experience and that of others and also to address where clinical practice could be improved, a Practice Facilitator has been appointed for the ward. The Practice Facilitator has designed a series of study days that are going to take place over the summer and these will include all the staff that work on the ward. The study days will be led by the Practice Facilitator and will include a session on how staff are perceived by patients and the importance of manner, behaviour and customer care.

The work to improve the experience of discharge has continued since the Board's last update and a number of the earlier initiatives have now been delivered. The waiting area for patients by the front entrance is complete and available for patients to use whilst waiting for transport home. The Discharge Lounge held an open day last week and invited members of staff from the ward to come down and see how the Lounge works and to encourage its use and to meet the staff. In addition, further support for the Discharge Lounge has been achieved by relocating two nursing auxiliaries to the area to provide continuity of care to those patients waiting in the Lounge. This has also supported the Lounge to extend its opening hours from 9.30am until 6.30pm.

The initiative to provide a supply of new clothing for patients unable to be discharged in a dignified manner due to a lack of outdoor clothing is now in place and has already proved to be a successful innovation and has supported the timely discharge of a number of patients.

The other initiatives highlighted in last update report are continuing and have now been joined by a further cross-boundary project that is focused on improving the admission and discharge of people who are resident in nursing or residential homes. This is the 'Red Bag' project and this was first introduced in Sutton in Surrey by the local clinical commissioning group. It is now a national vanguard project. It involves the provision of a readily available red bag that stays with the patient throughout their stay in hospital and which contains an agreed list of documents, medication and clothing on admission and a similar checklist of documents and items on discharge. The red bag facilitates improved communication, better informed care for patients and a more organised experience on discharge. The initial project group has already met and includes representatives from the CCG, Ambulance Service, Social Services and the Care Home sector and is being facilitated by the Trust. It is hoped to introduce this initiative in the autumn.

Claire Roberts
Associate Director of Patient Experience