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:		
Emma Hardwick Interim 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: 31st January 2017

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 the difficulties certain patients face in terms of dealing with our communication, systems and processes.
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 31st January 2017

Mr. Andrew Neal is the brother of SB who is currently a patient of this hospital and being treated for Stage 4 oesophageal cancer. Mr. Neal raised concerns with the PALS department in October last year about a number of issues that occurred following an emergency admission into hospital by his sister that had been initiated by the Trust.

This is obviously a very difficult time for the entire family and Mr. Neal would like to share with the Board how perceived failings in our communication, system and processes adversely affected his sister and how they illustrate a problem that potentially affects others that use our services. Mr. Neal has worked with his local hospital trust in Lincolnshire to make improvements and would like to use this unfortunate episode as an opportunity for suggesting improvements to the way we work here.

Mr. Neal's concerns about the clinical effect these issues had on his sister have been investigated and responded to both in writing and through a telephone conversation with the investigating consultant but there is clearly still some work for us all to do to address the underlying communication and system problems that affected SB and the family as a whole.

Mr. Neal will be introduced and accompanied by Miss Val Newton, Deputy Director of Nursing on the day.

Claire Roberts
Associate Director of Patient Experience