Agenda Item No.12

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:		
Emma Hardwick Chief Nurse	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: 27 March 2018

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. Today the story involves the recollection of a recent emergency admission and the subsequent patient journey.
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 27 March 2018

The patient story today is being provided by Dr. Keith Redhead. Dr. Redhead was a local GP for thirty years at the St. James' Medical Practice, retiring three years ago. His relationship with the Trust over all these years has been a professional one although his three children were born here.

On the 17 February 2018 this changed as he presented in the Emergency Department and required an emergency admission to the Surgical Assessment Unit. This was followed by an elective admission five days later for a surgical procedure. This was at a time the Trust was experiencing considerable pressure in terms of bed capacity.

Dr. Redhead has kindly agreed to come and describe his patient journey through the system both as an emergency admission and then on an elective pathway. He brings to this task a dual perspective, experiencing his treatment and care as a patient but in the context of understanding the quality of that care and the pressures within the system from his knowledge and experience as a GP.

Claire Roberts
Associate Director of Patient Experience