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:**		
Valerie Newton Deputy Chief Nurse	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 November 2018

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 an update on the patient stories from the last six months.					
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 27 NOVEMBER 2018

The patient story in September was presented by Mrs Joan Alfred – chair of the Downham Dementia Support Association. Mrs Alfred was able to give examples to the board of the differing experiences reported by carers of their family's care in relation to dementia within the Trust.

The areas reported on were Denver, Outpatients Department, Windsor, West Raynham and West Newton. West Raynham and West Newton were cited as having excellent practice whilst concerns were raised in the other areas.

The Deputy Chief Nurse has shared the story with each clinical area mentioned and has instructed that this is shared within each team. A copy of the story has also been shared with the Associate Chief Nurses in Division 1 and 2 to ensure that it is shared in all clinical areas under their jurisdiction.

Actions in place	Expected time frame for implementation	Owner	Start Time	Finish Time
To commence dementia champion sessions for all clinical areas These sessions will provide staff with training for the specific needs of patients with dementia and the support available from the in-house team	January to March 2019	Valerie Newton/ Alison Webb	15th January 2019	31st March 2019

Valerie Newton
Deputy Chief Nurse
27/11/18