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:		
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: 27th September 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 certain patients present at the Emergency Department as a place of last resort.
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 27th September 2016

Mr. Barry Convoy is the brother of Mr. David Convoy, a gentleman with a learning disability who has presented at our Emergency Department on two occasions, the most recent being the 6th September. On both occasions the presentation arose due to an episode of violent behaviour and the family being unable to cope. On this second occasion he was brought here by the Police who had been requested to attend the situation at home.

David is 43 years old with what is characterised as a 'mild learning disability' and a complex medical history including having had a pituitary tumour. He lives with his wife, who also has a learning disability. They were moved into this area only a month ago to be nearer to the family as they were not coping with independent life. His increasingly difficult behaviour led to them losing their tenancy on 6th September.

This story is one which encompasses the whole health and social economy and illustrates how families may not be able to access timely support and in this situation can end up presenting in the Emergency Department as the only place left to them when in crisis.

Mr. Convoy will be accompanied by Maria Cox, the Trust's Learning Disability Liaison Nurse, who spent the entire day trying to access support and help for the patient and his family.

Claire Roberts
Associate Director of Patient Experience