The Queen Elizabeth Hospital NHS
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 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 a number of previous patient stories including the actions that arose from the intended patient story that unfortunately was cancelled at the last minute by the speaker in July.

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 27th September 2016

Unfortunately in July the intended speaker was unable to come at the last minute and so the Board did not benefit from hearing his story. However, I am pleased to report that the gentleman concerned was able subsequently to attend an Emergency Department study day on the 13 September specifically focusing on providing mental health care within the Emergency Department setting. This study day had been arranged after he had raised concerns about how his son had been treated and cared for in the department. The study day involved representatives from the Police, Ambulance service, our own Mental Health Liaison service and the Voluntary Sector and attracted an attendance of fifty people. This included some service users. The day was very successful and enabled staff to reflect on what is best practice in terms of supporting people with mental illness and to consider new approaches to improving care within the Emergency Department.

The 'Red Bag' project described in the July update has progressed well over the last few months and is on track for delivery in the next two months. Representatives of the project group have visited Sutton in Surrey and seen the intervention in action and were impressed by how effectively it is working and the buy-in for the scheme from across the entire health, social services and care home sectors. An invitation has gone out to all the Care Home managers in this area to attend a meeting of the Care Home Forum at Kilham's Way on the 21st September to discuss its introduction in this area. Care Home managers have been invited to participate in designing the accompanying paperwork and to be key players in its implementation and management.

In the follow up to the patient story presented by Mrs Craig about her experiences as a patient on Marham ward, the ward decided to appoint a Clinical Educator to support staff in gaining the correct knowledge and skills to improve the quality of the care provided to patients. Since coming into post the Clinical Educator has developed this role and has implemented a wide range of initiatives in conjunction with the Ward Sister. This has included a series of Away Days focusing on different staff bands and to date four have taken place with one due to take place with senior band 5 staff nurses on the 29 September. These Away Days have included the provision of direct teaching and customer care workshops and have provided an opportunity to reinforce expectations on good practice as well as address specific issues affecting that particular staff group.

The Clinical Educator has taken on the responsibility on a daily basis to check and challenge documentation and nursing practice. She works with new nurses to improve induction to the ward and to help them gain confidence within the ward environment. This has proved very beneficial to the overseas nurses. She maintains records of all mandatory training and enhanced practice and arranges attendance on training days as required. She has also taken on the lead role in supporting student nurses during their placements, ensuring that they receive information about the ward before they arrive, their off duty is completed and they receive an appropriate induction and orientation to the ward. She is maintaining the Mentorship register and undertaking mentor training reviews. Recently she has broadened her remit to also support the nurse revalidation process by leading reflective discussions and is working with the NVQ department to act as an NVQ assessor on the ward. Further developments are planned, particularly focused on customer care.

Claire Roberts
Associate Director of Patient Experience