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: | | |
|---|---|---|---|---|---|
| Catherine Morgan<br>Director of Nursing | Decision | | High | Med | Low |
| | Discussion | ✓ | ✓ | | |
| | Information | ✓ | | | |
| **LEAD MANAGER:** | **REPORT TYPE:** | | **BAF REFERENCES & RAG:** | | |
| Claire Roberts<br>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:** 26th January 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 a little about the motivation of the individual who wishes to share her experience as a patient. |
| **SUMMARY:** |
| Please see attached 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 26th January 2016**

The story today is being presented by Mrs. Katie Ghent who has kindly agreed to come and share her experience of having her recent addition to the family on the Waterlily Birth Centre. Arthur was only born on the 19th January so will be one week old today. Katie is hoping to be accompanied by her husband Graham. Arthur has an older brother, Charlie, but he will probably not be with them on the day.

Charlie was born here on the original Central Delivery Suite so Katie will be able to contrast her experience of having a more interventional birth with her experience this time in the new unit. She will be particularly focusing on the overall experience and the difference the environment made to that experience.

Carole Carney, one of our midwives, will be accompanying her to introduce the family to you all and to act as a support for Katie and to answer any questions that you may have about the Birth Centre.

Claire Roberts
Associate Director of Patient Experience