Agenda Item No.14

NHS
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: 30 January 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 which involves a reflection by the mother of a young boy on the journey her son has taken from his diagnosis as deaf shortly after birth to his recent surgery to have a cochlear implant.

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 30 January 2018

The patient story today is kindly being provided by Mrs Samantha Boyall. Mr and Mrs Boyall have two sons, Matthew and Daniel, and today's story is about their younger son, Daniel. Mrs Boyall wrote to the Trust in early autumn last year to express her gratitude for the care provided to Daniel by the Audiology team. Daniel is now 7 years old and has been a patient of the Trust since his hearing deficit was diagnosed just after his birth.

Daniel was found to have a hearing deficit during his newborn baby check and so was able to access the appropriate assessments, treatments and monitoring by the Audiology team from that moment onwards until March last year. At this point he experienced a marked decline in his hearing and it was decided to refer him to the Emmeline Centre at Addenbrookes' hospital. He was considered suitable for a cochlear implant and has recently had the surgery with a successful outcome.

Mrs Boyall would like to share with you a little about the journey a family goes through when they have a deaf child and describe the services that Daniel has received from this Trust.

Mrs Boyall is hoping to bring Daniel with her but she will make the final decision closer to the day depending on how he is and whether she feels he is up to it, as he has had to attend numerous hospital appointments recently. Mrs Boyall has asked if Simon Hill, Audiology Assistant Manager, could be at the Board meeting as well and Mr Hill has agreed and will be happy to answer any questions about the service and to support Mrs Boyall in telling Daniel's story.

Claire Roberts
Associate Director of Patient Experience