Agenda Item No.16

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: 25 September 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. Today the story involves feedback from the Chair of the Downham Dementia Support Association from three of her clients and their families about recent stays in our hospital.

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 25 September 2018

The patient story today is kindly being provided by Ms Joan Alfred, who is the Chair of the Downham Dementia Support Association. The Association was established in 2015 and provides two Dementia cafés a month in Downham Market and offers support and care to those in the town living with dementia and their carers. It is a vital part of the local Dementia Friendly Community initiative. Ms Alfred contacted me as she wished to feedback the experiences of three of the Association's clients who have recently been cared for in our hospital.

Ms Alfred has already attended the Complex Elderly and Dementia Steering Group and is keen to be involved in helping the Trust focus on the needs of patients who are living with dementia. Her three vignettes are very different and provide examples of how we can excel in some areas and in others require significant improvement. She is very keen to share these with the Board as an opportunity for learning and improvement.

Claire Roberts
Associate Director of Patient Experience