
EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO:	COUNCIL OF GOVERNORS – 14 JANUARY 2014
SUBJECT:	PATIENT STORY
REPORT FROM:	CHIEF NURSE AND DIRECTOR OF QUALITY & OPERATIONS
PURPOSE:	FOR INFORMATION AND DISCUSSION

CONTEXT/REVIEW HISTORY

The Board of Directors have been using patient stories to understand from the perspective of a patient and/or a carer about the experiences of using our services.

Patient stories are a key feature of our ambition to revolutionise patient and customer experience. Capturing and triangulating intelligence pertaining to patient and carer experience from a variety of different sources will enable us to better understand the experiences of those who use our services.

Patient stories provide a focus on how, through listening and learning from the patient voice, we can continually improve the quality of services and transform patient and carer experience.

SUMMARY:

The patient stories this month are a selection of experiences that patients and their friends and family have taken the trouble to feedback to us via NHS Choices and the Patient Opinion websites. They are presented according to the 'We Care' values and give a broad view of the positive experiences of our services.

The values are:

- **Caring** – People will feel cared for as individuals
- **Safe** - People will feel safe, reassured and involved
- **Making a difference** - People will feel confident we are making a difference.

The stories are themed according to these three values. This month the stories are all positive; they demonstrate what we do well when we perform at our best for patients. Whilst we acknowledge we still receive examples of where care has not met expectations, this month's patients' stories enable us to celebrate how, when and where we live our 'We Care' values and make them a reality for our patients and their friends and family.

COUNCIL OF GOVERNORS ACTION REQUIRED:

- (a) to note the report**
- (b) to discuss and determine actions as appropriate**

Patient Experience Story November 2013

This month's patient stories are a selection of pieces of feedback received via our NHS Choices website and the Patient Opinion website. They describe a variety of experiences of a number of our services. These experiences are presented under each of the 'We Care' values. These values describe how we aim to be with patients, family members and each other, and set out our ambition to 'show that we care', to provide an excellent experience for everyone we work with. They will become part of the way we work, how we recruit and appraise, how we care for patients and colleagues, and how we measure and improve their experience. The values are:

- **Caring** – People will feel cared for as individuals
- **Safe** - People will feel safe, reassured and involved
- **Making a difference** - People will feel confident we are making a difference.

Below are examples of positive stories that relate to each of the values in turn.

1.0 Caring - People will feel cared for as individuals

This section gives examples of where patients have felt cared for effectively, reflecting value 1 of the 'We Care' values.

The Start of the Patient Pathway

"I attended A & E yesterday evening (5pm-8pm) with my 47 year old partner who was suffering severe abnormal upper back pain . He has a pre-diagnosed congenital cardiac condition for which he is under care of a consultant at London Hospital and is awaiting surgery, but was nonetheless apprehensive and anxious about seeking the need for urgent assessment at qeqm, as he didn't want to "make a fuss" or put pressure on an already overstretched local emergency dept that he has had no cause to seek previously having only moved to the area two years ago. From the moment he arrived at the reception his care was exemplary, despite the unit being very busy. He was treated with courtesy and efficiently by all of the staff, which allayed his fears, with the speed and seamless way in which the necessary investigations and monitoring were carried out (including MRI dept). From the porters, nurses and doctor involved in his care their communication and bedside manner was of a very high standard, and certainly "patient centred" and for that he is very thankful. He wanted to express his thanks and to let you know that for all the external pressures facing the NHS, including adverse media coverage, he could not have asked for better service from all of the staff on duty yesterday. Thank You. Mrs A"

Caring on the Ward and Seeking Feedback – Mum's Surgery

"Our great experience of the care QEQM staff provide continued with our Mum's surgery this week. Once again we were met with kind, caring and considerate staff from the moment we arrived in the Surgical Admissions Lounge to discharge from Cheerful Sparrows Female Ward. Our thanks go to the SAL staff, Miss Sharp & her team, Sue Leach's nursing staff on the ward & everyone in supporting services who are rarely seen, but contribute to the overall experience. Family & Friends Test was duly completed before leaving – Mum loved the Tomato soup. Thanks again from a grateful patient & family."

Amazing Care

“I have just left hospital following appendicitis operation, in the run up to my operation and aftercare I was admitted to Kings B ward and I would just like to share with everyone how amazing my care from one member of staff was. Anything I or anyone else on my ward asked for was never a problem he would get it done and more immediately he constantly asked how everyone was and went beyond his duty of care to ensure everybody was well looked after. I was in extreme pain in hospital but he looked after me in such a caring way. I would make sure he knew what an amazing nurse he will make and that he is a true credit to the NHS, thank you so much for all my care. He was working on Kings B on the 7th and 8th October 2013.”

2.0 Safe - People will feel safe, reassured and involved

This section gives examples of where patients have felt safe in our care reflecting the second ‘We Care’ value.

Safely treated and cared for sensitively – Visit to Minor Injuries

“I went to KCH today for a dislocated finger; I thought the process was really good, efficient nurse, swiftly dealt with, quick x-ray, strapped and out the door, exactly what I needed. I did expect it to take much much longer but in fact was about an hour”.

Blood Department – A Safe Procedure

“I have had to have blood test for the last eight weeks and the staff in that department always make you welcome and give you the time of day. They are a credit to the national health. Well done!”

Feeling safe despite being frightened – 2 examples

“Although being in hospital is a horrible thing. My stay was not dreadful. This is because of your mixture of staff. Both on CDU and Respiratory I was made to feel comfortable and less anxious by all staff mainly Nurses and HCAs. I wouldn't have felt safer any here else in my week of need. I was involved in all of my care. My decisions were always respected. Dignity was maintained at all times. The hospital was constantly cleaned which was really important to me as I suffer from OCD. I was supplied with everything I needed including toiletries. The staff are so kind 1 of them even combed my hair for me as she saw I was upset as too weak. I can't thank you all enough. Thank you. X”

“I've been in and out of hospitals for so many years, I now live with a phobia about them, but, after going to the day centre for treatment, I would go back any time, all the staff were caring and understanding at all time, I even left with a smile on my face. I will be telling every one how good they are, thank you William Harvey: D.”

3.0 Making a difference - People will feel confident we are making a difference.

This section gives examples that reflect the third 'We Care' where people have felt we have made a difference to them personally.

A Long Way from Home and Needing to get Home

"My wife was admitted to this hospital, some 300 miles from our home, in an emergency. From my first contact with the A&E receptionist, through A&E, ITU, Cambridge J ward (respiratory services) until a transfer to Preston could be made I felt that not just the patient but myself and my family were cared for in a first class way. Staff at every level were helpful and considerate – this is an exceptional team."

Fast and Efficient Service for a DVT

"I would like to thank the NHS for the wonderful treatment I received last week. At 9am I saw my GP Doctor Kahn in Herne Bay through to an appointment at 2pm the same day at the DVT Clinic at K&C, to the Ultrasound Unit at 3:30pm that day: the service was fantastic. I have been a patient at the 'An-Another' Hospital on two previous occasions and there is no way they could have performed such a brilliant service."

Gardening Again

"My husband has had 3 different procedures on his back during the last year by the doctor and his team. The attention and care he has had has been excellent over the last year. After suffering the last 12 years with lower back pain, he is almost pain free in which he is extremely grateful to the whole team, including the pain management team in the Spencer wing under the care of the doctor and his team, where his last procedure was done. It has transformed him he can now do gardening without suffering. Please pass on our thanks to all concerned."

Facilitating Surgery after a poor experience and delays

"My partner will be having surgery on Tuesday at Ashford. From the bottom of my heart, words cannot express my appreciation for the kindness and very generous support you have shown to us, and to me with my rants. If you had seen the tears of relief welling up in Natasha's eyes when Miss Neale's was making calls to move around her diary to fit Natasha in as an urgent priority case today, you would know and understand my relief and my need to pen this message. This is ALL because of you. Thank you xx"

4.0 Living 'We Care' for our Patients

This section gives two pieces of feedback that cover all of the values and many of the services we offer including our external agency colleagues with whom we work closely.

We Care at all Levels

“My wife had a procedure done today everyone was so helpful from porters up to doctors - cannot praise hospital staff enough.”

We Care Out of Hours - Seamless Care

“August 26th was a Bank Holiday Sunday when I turned up at the Accident and Emergency Department of the Kent and Canterbury Hospital at 8.30am with a condition that required emergency surgery that same day. Since that date I have required the services of the following additional NHS departments; 2) The Ambulance Services; 3) The Accident & Emergency Services of the William Harvey Hospital (WHH) (Twice); 4) The (WHH) surgical team who specialise in my condition; 5) 10 days on the Kings B Recovery Ward at the WHH; 6) The District Nursing Service; 7) The Out of Hours South East Health Service; 8) 2 days in the Clinical Decision Unit at the WHH; 9) The Haematology department; 10) The CT Scan Department; 11) The X ray department; 12) The Hospital Porter Services; 13) The DVT Ambulatory outpatient department; 14) The Catering Department; 15) Department of Clinical Dietetics; 16) Physiotherapy Department; 17) Pharmacy department; I am sure there were others. I cannot fault any of these NHS services that have been extended to me. The number of NHS staff who have been involved in my care, both directly and indirectly, has been extraordinary. The transfer of my information from one department to another has been seamless. It was also impressive to witness; a) The quality control processes and well established procedural routines that are in place; b) That all such services are available on a 24 hours a day, 7 days a week basis, and above all; c) The professionalism, dedication, level of care, teamwork and camaraderie of all the staff. I am deeply indebted to them all.

Yours with grateful thanks.

Peter “

5.0 Summary

This paper describes positive stories that we have received from our patients and their families and friends. Whilst we acknowledge we still receive examples of where care has not met expectations, this month's patients' stories enable us to celebrate how, when and where we live our 'We Care' values and make them reality for our patients and their friends and family.