

EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST

REPORT TO: BOARD OF DIRECTORS

DATE: 29 JANUARY 2015

SUBJECT: PATIENT STORY

REPORT FROM: CHIEF NURSE & DIRECTOR OF QUALITY & OPERATIONS, DEPUTY CHIEF EXECUTIVE

PURPOSE: Discussion

CONTEXT / REVIEW HISTORY / STAKEHOLDER ENGAGEMENT

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

This month's story relates to the experiences of two families who experienced emergency admissions to the Queen Elizabeth Queen Mother Hospital and the Kent and Canterbury Hospital. The stories are presented verbatim in order to share their experiences in their own words. Both stories powerfully share themes of compassion, dedication, person-centredness, commitment and professionalism. They are descriptions of when the emergency and specialist pathways work well resulting in patients and families receiving the care and support they deserve and need.

Both families describe the pride that our staff have as they care for the most vulnerable people who attend our hospitals. The Board of Directors are invited to celebrate two examples of exemplary care told in the words of two families.

RECOMMENDATIONS:

The Board of Directors is invited to note the key themes of this story.

NEXT STEPS:

None.

IMPACT ON TRUST'S STRATEGIC OBJECTIVES:

Improving patient experience and satisfaction with the outcomes of care are essential elements of our strategic objectives.

LINKS TO BOARD ASSURANCE FRAMEWORK:

This story links to AO1 of the BAF: Implement the third year of the Trust's Quality Strategy demonstrating improvements in Patient Safety, Clinical Outcomes and Patient Experience / Person Centred Care.

IDENTIFIED RISKS AND RISK MANAGEMENT ACTIONS:

None identified.

FINANCIAL AND RESOURCE IMPLICATIONS:

None

LEGAL IMPLICATIONS / IMPACT ON THE PUBLIC SECTOR EQUALITY DUTY:

None

PROFESSIONAL ADVICE TAKEN ON ANY NOVEL OR CONTENTIOUS ISSUES:

None

ACTION REQUIRED:

- (a) Discuss
- (b) To note

CONSEQUENCES OF NOT TAKING ACTION:

If we do not learn from our patient feedback there is a risk we may adversely affect patient experience and outcomes.

**Board of Directors
Patient Experience Story
January 2015**

Introduction

This month two stories are presented to the Board of Directors as written by the patient and the family in their emails to the Trust. These are positive stories that demonstrate how care can continue to be delivered effectively and in a caring and compassionate way despite the seasonal pressures the health economy has been facing. Although the names of the patients and families have been anonymised, the names of the staff who are mentioned have remained.

The Patient Stories**Patient Story No. 1**

Dear Sirs

I am writing to you to compliment your staff from the ambulance crew to the discharge doctor. I was taken unwell 2 hours after arriving in Dover for a short weekend break with my family. The ambulance crew were outstanding and looked after me very well getting me to the hospital in super fast time. On arrival I was taken to Resus where I was seen and diagnosed and had X- Rays scans and an MRI. Once that was done I was then taken to the HDU. Next morning I was transferred to Treble ward where I was looked after by Dr Flynn and his colleagues and nursing staff. I was paralysed down my right side and had no speech as I had suffered a seizure. During my stay I was very well looked after and my every need whether personal or just comfort was met. It was discovered that I have a brain tumour and lung cancer. I have now been put in the care of my own GP and I am now awaiting appointments for St Barts Hospital.

Me and my family would like this to go on to your records that all though going into hospital can be very scary and apart from having children I have never been admitted to hospital before but I can assure you that it was nothing but praise we have to all your staff. So from the bottom of our hearts we thank everyone. So if possible could you thank them.

With the kindest regards

BG and family.

Patient Story No. 2

Dear Ms Pearce & Ms Marshall

We would like to formally record our most sincere thanks for the unstinting nursing care and support that has been given to our sister JP during the past eight weeks that she has spent in the QEQM Hospital. We all hear and read the negative comments about the NHS made by the Media so we feel it is important to provide genuine, heartfelt and positive feedback.

JP has end stage Dementia and was admitted to hospital on the 31st October 2014 following a collapse. She was subsequently admitted to St Margaret's Ward where she stayed for six weeks. During this time she was awarded Continuing Health Care. We as a family were expertly supported through this process by the Ward Manager Lisa Turrell who manages her entire team in a most professional manner.



The care that JP received on St Margaret's Ward was exemplary and second to none. All of the nursing and support staff are excellent; a most caring, understanding and dedicated team.

If I may mention just a few names, Ward Manager Lisa, Sisters Katie, Tracy and Carole, Nurse Zara and HCA Gemma, these staff are outstanding. All staff without exception go well above and beyond what is expected of them.

JP was declared medically fit for discharge, but due to the lack of communication and funding delay from Continuing Health Care she was still in hospital on the 10th December when unfortunately she had a collision with another patient in the ward which resulted in her falling and breaking her hip. Following an operation on the 12th December she was admitted onto Bishopstone Ward where she stayed until her discharge to Temple Ewell Nursing Home on the 31st December.

Again, the care that JP received on Bishopstone Ward was exemplary, all of the nursing and support staff are excellent in the care that they give to their patients. The ward is expertly managed by the Ward Manager, Sally May, who professionally leads her dedicated team.

If I may mention a few names, Ward Manager Sally, Sister Lauren, Staff Nurse Mel and HCA Debbie, these staff are outstanding in the care and support that they provide.

All of the staff on both St Margaret's and Bishopstone not only nursed and cared for JP they also supported us as a family, this is something that we greatly appreciated. We are aware of how busy they are, but they always took the time to speak with us and to keep us informed.

All staff are remarkably hardworking and dedicated, often working in challenging situations. On both wards the teamwork was totally apparent, the atmosphere of the wards was happy and contented and staffed by professionals that enjoy their work. This definitely filters down to the patients and their families.

I should also like to give a special mention to your Dementia Sister, Karen Scrivener. Karen is an excellent, extremely caring, dedicated and professional nurse. Karen visited JP every day to ensure that her dementia needs were fully implemented, she supported her in every possible way. Once again, the support that Karen gave was not just for JP, she also provided much needed emotional support to us as a family. JP and her family attended a Memory Café that Karen had organised, an event that we all enjoyed immensely, a memorable afternoon. This is a wonderful and innovative service for people with Dementia and their families to attend.

Please would you pass our sincere thanks and appreciation onto all of the staff on both St Margaret's and Bishopstone Wards, they are a real credit to the NHS.

Kind regards

RS and DM

Sister and Brother of JP



Summary

The two stories presented above are heartfelt. They both share themes of compassion, dedication, person-centredness, commitment and professionalism. They are descriptions of when the emergency and specialist pathways work well resulting in patients and families receiving the care and support they deserve and need. Story number 2 mentions the delays that sometimes occur when a patient requires Continuing Health Care funding. The Trust is aware of this area of difficulty and is working closely with the Clinical Commissioning Groups and external partners who have the ability to influence this.

Both families describe the pride that our staff demonstrate as they care for the most vulnerable people who attend our hospitals. The Board of Directors are invited to celebrate two examples of exemplary care told in the words of two families about their experiences in our Trust.

