

Board of Directors

Thursday, 31 January 2019

Report Title:	Patient/Staff Story Brief
Executive/NED Lead:	Catherine Morgan; Chief Nurse
Report author(s):	Catherine Morgan; Chief Nurse
Previously considered by:	Click here to enter text

Approval
 Discussion
 Information
 Assurance

Executive summary	
<p>At the Trust Board in November, we heard a story from Mrs Ann Ledgley who shared with us both hers and her husband's experience of care at Ipswich hospital. Mrs Ledgley's husband was diagnosed with cancer last year and whilst his treatment has been successful, there were a few issues/observations of care and service that have been valuable in informing staff of areas in which we can improve both care and processes. An example was in relation to planning and prescriptions for chemotherapy with unnecessary delays occurring. The Associate Director of Nursing for cancer and diagnostics division is working with the medical team and pharmacy to streamline this process for outpatients attending the chemotherapy unit. Following the Board meeting The Chief Executive Officer, The Chief Nurse and Head of Patient Experience had a follow up meeting with Mrs Ledgley to capture further detail of her and her husband's experience, which supported being able to share learning with staff.</p> <p>Today the Board will hear from Chelsey Smith who will share her experience of maternity services at Colchester and Clacton hospitals. Chelsey has had 2 babies with us and has had positive experiences, which she attributes to continuity of midwife, hypnobirthing, reassurance and emotional support from midwives. There were opportunities during her antenatal care for her second pregnancy where clearer communication would have improved her experience relating to appointments and reviews. Sarah Higson; Head of Patient Experience, will accompany Chelsey to the Board.</p>	
Action Required of the Board of Directors	
To note the report	
Link to Strategic Objectives (SO)	Please tick
SO1 Improve quality and patient outcomes	<input checked="" type="checkbox"/>
SO2 Provide better value for money	<input type="checkbox"/>
SO3 Sustain and improve access to services that meet the needs of the population	<input checked="" type="checkbox"/>
SO4 Deliver a sustainable, skilled workforce	<input type="checkbox"/>
Risk Implications for the Trust <i>(including any clinical and financial consequences)</i>	
Trust Risk Appetite	Quality: The board will take minimal risks when it comes to patient safety, patient experience or clinical outcomes. Its tolerance for risk taking will be limited to decisions where the impact is low and the potential mitigations are strong
Legal and regulatory implications <i>(including links to CQC outcomes, Monitor, inspections, audits, etc)</i>	Nil
Financial Implications	Nil
Equality and Diversity	Click here to enter text