

Public Board of Directors

Thursday 04 May 2023

Report Title:	Patient Experience Story
Executive/NED Lead:	Giles Thorpe, Chief Nurse
Report author(s):	Tammy Shepherd, Head of Patient Experience
Previously considered by:	N/A

Approval

Discussion

Information

Assurance

Executive summary

Sameer wrote to the Medical Director and Chief Executive to send his appreciation to Dr Desai and the Paediatric Cardiology Department for the support they gave when they treated his 14-year-old son at Ipswich Hospital. The patient had been struggling with palpitations for several years, which made him extremely uncomfortable and anxious, severely affecting his sporting abilities.

Dr Desai arranged for tests to discover the reason behind the palpitations and rigorously followed up all the tests results, sharing all the details with the parents at each stage. There were numerous tests conducted in order to establish a diagnosis of the condition, *Wolff-Parkinson White*, which Dr Desai explained in layman's terms to the patient's parents.

Sameer stated that throughout this period, Dr Desai demonstrated great patient care and perseverance and provided reassurance to the parents to allay any worries they had for their son.

Upon diagnosis, the patient was immediately referred to the consultant at the Evelina London Children's Hospital for treatment. Dr Desai continued to support the family and arranged for regular follow-ups while they waited for the surgical procedure to be conducted at the Evelina Hospital. Sameer wanted to share their experience and express their gratitude for the valuable support and advice provided by nursing staff and Dr Desai.

Experience of Care:-

What worked well?

The support the family received from all the Ipswich Hospital staff provided timely advice and reassurance throughout a very difficult and worrying time.

Dr Desai's tenacity in establishing a diagnosis and supportive communication with the parents at every stage was very reassuring.

The patient explained that Dr Desai's hard work, after other GPs had discharged him, provided them with the treatment plan to fix the symptoms. Dr Desai listened to the patient and acknowledged that there was an issue, which was causing unpleasant symptoms and persevered to discover the cause. The patient feels that without him, he would still be experiencing the palpitations, which had affected on his lifestyle.

Action Required of the Board/Committee

To note and discuss the patient experience story

Link to Strategic Objectives (SO)		Please tick
SO1	Keep people in control of their health	<input checked="" type="checkbox"/>
SO2	Lead the integration of care	<input checked="" type="checkbox"/>
SO3	Develop our centres of excellence	<input checked="" type="checkbox"/>
SO4	Support and develop our staff	<input checked="" type="checkbox"/>
SO4	Drive technology enabled care	<input type="checkbox"/>

<p>Risk Implications for the Trust <i>(including any clinical and financial consequences)</i></p>	<p>There is a risk that a failure to have meaningful patient or staff stories in place and associated effective complaints practices and management arrangements in place there is a risk of recurrent poor experience and potential harm being caused to patients. There is an associate risk of onward referrals to the PHSO, legal claims and reputational damage. The Board listening to stories of patients' and staff's lived experiences ensures that the Trust is committed to keeping the patient, their families and the staff caring for them at the very heart of its decision-making.</p>
<p>Trust Risk Appetite</p>	<p>The Board has a cautious view of risk when it comes to patient safety, patient experience or clinical outcomes and places the principle of "no harm" at the heart of every decision it takes. It is prepared to accept some risk if, on balance, the benefits are justifiable and the potential for mitigation actions are strong. When taking decisions involving choices between a wide range of outcomes, it will prioritise the option resulting in the greatest benefit for the most patients.</p>
<p>Legal and regulatory implications <i>(including links to CQC outcomes, Monitor, inspections, audits, etc.)</i></p>	<p>A failure to ensure appropriate governance practices are in place to support positive patient and staff experience may lead to a breach against Regulation 16: Receiving and acting on complaints and Regulation 18: Staffing as outlined in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2015.</p>
<p>Financial Implications</p>	<p>A failure to ensure that the Board has oversight of current patient and staff experiences may lead to ongoing and unresolved concerns, which may lead to legal claims or PHSO rulings being raised against the Trust, with associate financial penalties.</p>
<p>Equality and Diversity</p>	<p>In order to ensure that the Trust does not directly or indirectly discriminate all the needs of patients and staff must be considered, in accordance to the Equality Act 2010 and EDI agenda in relation to protected characteristics.</p> <p>The patient and staff stories that are shared with the Board are reviewed to ensure that this does not happen, and that learning is shared to ensure all considerations are given to:</p> <ul style="list-style-type: none"> • age. • disability. • gender reassignment • marriage and civil partnership. • pregnancy and maternity. • race. • religion or belief • sex • sexual orientation