

**Trust Board of Directors Meeting
Report Summary**

Date of Meeting: Thursday 02 November 2023 (Public Board of Directors)	
Title of Document: Patient Experience Story	
To be presented by: Emma Sweeney, Acting Chief Nurse	Author: Patient Experience Team
1. Status: For Discussion/Information	
2. Purpose: To share the experiences of patients, relatives, carers and staff at ESNEFT	
Relates to:	
Strategic Objective	SO1: Keep people in control of their health SO3: Develop our centres of excellence
Operational performance	N/A
Quality	Delivering a positive patient and relative experience is a key part of ensuring high quality clinical care. It is key that Board is sighted on direct experience of care, which are both positive and negative; to gain assurance that when a poor experience occurs action is taken to improve.
Legal/Regulatory/Audit	Oversight of patient experience forms part of the Trust's requirements in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, specifically Regulation 16: Receiving and acting on complaints, and Regulation 17: Good governance.
Finance	By ensuring a positive patient experience, the risk of ongoing escalation of concerns towards legal claim and financial remedy is reduced.
Governance	As part of a well-led organisation, it is important that the Board be sighted on patient experience stories, in order to connect back information regarding quality and operational performance to patients and families.
NHS policy/public consultation	N/A
Accreditation/inspection	Evidence of the Board's interest in patient experience forms part of the CQC Well-Led review and relates to the relevant fundamental standards as evidenced above.
Anchor institutions	N/A
ICS/ICB/Alliance	N/A
Board Assurance Framework (BAF) Risk	BAF Risk 4: If ESNEFT does not have the correct quality assurance mechanisms in place, then it may fail to maintain or improve the quality and safety of patient services, resulting in poor patient care, increased health inequalities, experience and potential harm.
Other	

3. Summary:

Whilst working with a student at home, Sasha had a bad attack of vertigo. Sasha's husband was called and he spoke with 111, who advised that she should see a doctor. As her symptoms increased further, an ambulance was called and Sasha was brought to hospital with a suspected stroke.

Sasha described the care that she received from the nurses within Accident & Emergency Department and was pleased that they were kind and compassionate with her, demonstrating patience, as she could not talk. She was then transferred to the Stroke Ward where this kindness and compassion continued.

Sasha even described that her husband was also treated with kindness and compassion, all staff kept her husband informed about what was happening throughout. She stated that the staff considered his journey as important as her own journey.

Despite clearly being busy, all staff treated Sasha as a person and a priority. All appointments were made and Sasha described being very looked after and that nothing was too much trouble.

4. Recommendations / Actions

For the Board to note the patient experience.