

**Trust Board of Directors Meeting  
Report Summary**

<b>Date of Meeting:</b> Thursday 11 January 2024	
<b>Title of Document:</b> Patient Experience Story	
<b>To be presented by:</b> Darren Darby, Chief Nurse	<b>Author:</b> Patient Experience
<b>1. Status:</b> For Discussion/Information	
<b>2. Purpose:</b> To share the experiences of patients, relatives and carers 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**

Today's patient story is a reflection of our patient Wendy and her family.

In the summer of 2022, Wendy was very unwell and was admitted to hospital for 70 days including 10 days in our intensive care unit at Ipswich Hospital. While Wendy and her family found much to praise about her treatment and care there are several areas, including clearer communication and preparation for leaving hospital, where improvements could be made.

### **4. Recommendations/Actions**

The Board is invited to note the report.