

**Trust Board of Directors Meeting
Report Summary**

Date of Meeting: Thursday 07 March 2024	
Title of Document: Patient Experience Story	
To be presented by: Emma Sweeney, Interim Chief Nurse	Author: Patient Experience
1. Status: For Discussion/Information	
2. Purpose: 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 is 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:

JR is a 76 year old gentleman who was diagnosed with Prostate Cancer in 2002. He has received three rounds of treatment and acknowledges that although this diagnosis is not curable, there are things that can be done to help keep it at bay.

JR has spent a lot of time in the Collingwood Centre and said how supportive all of the staff have been highlighting that despite the current work pressures, all staff find the time to reassure and talk to patients including the lady and gentleman who serve the teas and coffees always offer the best welcome.

JR spoke of the telephone helpline within the centre, reporting that if he calls and it isn't answered, staff will often call back which is reassuring for patients, carers and loved ones.

Unfortunately, on the second round of chemotherapy, JR had a bad reaction but with the support and guidance from clinical staff, including the pharmacist JR was supported through this event.

4. Recommendations / Actions

The Board is asked to note the patient story.