

TRUST BOARD IN PUBLIC	Date: 28.3.13	
	Agenda Item: 2.2	
REPORT TITLE:	A Patient Story	
EXECUTIVE SPONSOR:	Dr Des Holden, Medical Director	
REPORT AUTHOR:	Sally Brittain, Deputy Chief Nurse	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)		
Purpose of the Report and Action Required:		(√)
To provide the board with insight into some of the real experiences of our patients and carers.	Approval	
	Discussion	√
	Information/Assurance	
Summary: (Key Issues)		
A positive patient experience which has been used to facilitate enhanced training for Trust staff and is also being reported externally via local GP's as part of their development when caring for complex patients with learning disabilities.		
Relationship to Trust Corporate Objectives & Assurance Framework:		
To deliver a safe, high quality service. Duty of candor		
Corporate Impact Assessment:		
Legal and regulatory implications		
Financial implications		
Patient Experience/Engagement	A positive patient experience	
Risk & Performance Management	As discussed at relevant divisional and management boards, and reported externally	
NHS Constitution/Equality & Diversity/Communication		
Attachments:		
Appendix		

TRUST BOARD IN PUBLIC – 30th May 2013
A PATIENT STORY

This young man with learning disabilities, autism and self-injurious behaviour was recently supported by the Trust Learning Disciplinary Liaison Nurse during a visit to the specialist dentistry department. The parent is now using her son's case as an example of good practice through her training with GP practices as part of the Mencap Easydoc project and wishes to share her and her son's experience with the Trust Board and explain the difference their positive experience made to both her and her son. This young man has very complex needs and extremely severe self-injurious behaviour, as a result they have had very poor experiences of accessing healthcare in the past.

The parent has kindly agreed to come along to facilitate a discussion at the learning disability awareness sessions that our Learning Disability Liaison Nurses provide to nurses and HCA' s and therefore it is felt important that the Board also have the opportunity to listen to their story.

Sally Brittain, Deputy Chief Nurse
24.05.2013