

TRUST BOARD IN PUBLIC	Date: 27th February 2014	
	Agenda Item	
REPORT TITLE:	Patient Story	
EXECUTIVE SPONSOR:	Fiona Allsop, Chief Nurse	
REPORT AUTHOR:	Nicola Murray, Customer Care Manager	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)	N/A	
Purpose of the Report and Action Required: (√)		
To present a patient story to the Board and discuss lessons learned.	Approval	
	Discussion	√
	Information/Assurance	(√)
Summary: (Key Issues)		
The paper details a patient experience, outlines the response provided and describes the actions taken and lessons learned		
Relationship to Trust Corporate Objectives & Assurance Framework:		
Central to the delivery of safe and quality patient care.		
Corporate Impact Assessment:		
Legal and regulatory implications	No	
Financial implications	No	
Patient Experience/Engagement	Yes	
Risk & Performance Management	Yes	
NHS Constitution/Equality & Diversity/Communication	Yes	