

TRUST BOARD IN PUBLIC	Date: 27th March 2014	
	Agenda Item: 2.1	
REPORT TITLE:	A PATIENT STORY	
EXECUTIVE SPONSOR:	BARBARA BRAY, INTERIM MEDICAL DIRECTOR	
REPORT AUTHOR:	BARBARA BRAY, INTERIM MEDICAL DIRECTOR	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)	N/A	
Purpose of the Report and Action Required: (√)		
Information and assurance to the Board about the management of complaints and lessons learnt	Approval	
	Discussion	√
	Assurance	√
Summary: (Key Issues)		
<p>A patient was admitted to East Surrey Hospital with abdominal pain which started to settle after treatment and she was discharged after 5 days.</p> <p>Unfortunately, she deteriorated at home and returned to hospital 2 days later with serious complications of her disease.</p> <p>She and her husband complained about the first discharge and after an exchange of letters attended a meeting with the CFO and the Clinical Lead for the specialty to receive an explanation and reassurance.</p> <p>The patient and her husband have kindly agreed to attend the meeting to present her story.</p>		
Relationship to Trust Corporate Objectives & Assurance Framework:		
Corporate Impact Assessment:		
Legal and regulatory implications	No impact	
Financial implications		
Patient Experience/Engagement	Objective 2	
Risk & Performance Management		
NHS Constitution/Equality & Diversity/Communication		