

TRUST BOARD IN PUBLIC		Date: 27 th November 2014	
		Agenda Item: 2.1	
REPORT TITLE:		Patient Story	
EXECUTIVE SPONSOR:		Fiona Allsop	
REPORT AUTHOR:		Nicola Shopland	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)			
Action Required:			
Approval ()	Discussion () ✓	Assurance (✓)	✓
Summary of Key Issues			
<p>Patient Story about the care and compassion given to a patient during their admission to East Surrey Hospital in December 2013.</p> <p>Key Issues:-</p> <ul style="list-style-type: none"> • Poor communication with patient and family • Perceived lack of compassion and patient focus 			
Relationship to Trust Strategic Objectives & Assurance Framework:			
(e.g. SO5: Well – led)			
Corporate Impact Assessment:			
Legal and regulatory implications	Yes.		
Financial implications	No		
Patient Experience/Engagement	Yes		
Risk & Performance Management	Yes		
NHS Constitution/Equality & Diversity/Communication	Yes		
Attachments: N/A			

TRUST BOARD REPORT 27th November, 2014
TITLE OF REPORT Patient Story

Fritz Niedermeier

The context surrounding Mr Niedermeiers family concerns that are to be discussed at the Trust Board Meeting in Public on 27th November 2014.

Mr Niedermeier was readmitted to East Surrey Hospital on New Years Day 2014, he had previously been discharged just before Christmas 2013 after a 3 week admission with a severe bladder infection.

On this admission he was admitted to Godstone and was treated for a chest infection. During his time on this ward he lost his false teeth, and in the words of his son ' *he had to suffer the indignity and inconvenience of not having any teeth*'.

On 8th February his son visited him on the ward and felt he was very unwell. Having left the ward his son received a phone call from the Sister on Godstone ward informing his son that his father was being moved to Dorking rehab unit. The son felt that his father was not well enough to be transferred and expressed this, but the nurse informed him that he had been reviewed by a doctor. His son requested a further review and she said this would happen and she would ring him back. No further phone call was made. The son rang the hospital again to be informed that his father was on the transport to Dorking hospital.

At 20.00 hours that night Dorking rang the son to confirm that Mr Niedermeier had arrived, when asked how he was the reply was unresponsive. The next morning his son received a phone call at 07.00, informing him that his father was very poorly and he was being returned to East Surrey hospital. After an initial assessment Mr Niedermeier was transferred to a ward. The experience of his death was traumatic in the fact Mr Niedermeier died as he was transferred to the bed and the family were not informed. Speaking to staff at the desk they appeared unaware that a patient had died on the ward, giving an impression that we do not put our patients first and a general lack of compassion.

Nicola Shopland
Divisional Chief Nurse
21st November, 2014.