

TRUST BOARD IN PUBLIC		Date: 28 July 2016	
		Agenda Item: 2.1	
REPORT TITLE:		Patient Story	
EXECUTIVE SPONSOR:		Fiona Allsop, Chief Nurse	
REPORT AUTHOR (s):		Nicola Shopland Divisional Chief Nurse Medicine Stephanie Biden - Divisional Risk and Governance Manager, Medicine & Cancer	
REPORT DISCUSSED PREVIOUSLY: (name of sub-committee/group & date)		Patient Safety Executive	
Action Required:			
Approval ()	Discussion (√)	Assurance (√)	
Purpose of Report:			
Patient story to share with the Board.			
Summary of key issues			
<p>Complaint raised and responded to by medical division, the complaint was reopened as the patient's daughter wished to gain further clarity over several issues surrounding her mother's admission and final days before her death. A local resolution meeting was held attended by Chief Nurse, Chief of Medicine and the Divisional Chief Nurse for Medicine.</p> <p>The complaint covered the patient's experience in the Emergency Department; concerns around her daughter being excluded from the resuscitation room and communication about her mother's immediate condition.</p> <p>The patient was then admitted to Chaldon Stroke Unit and there were on-going issues with communication, particularly around the DNAR discussion, identifying to the family who the responsible consultant was and ensuring the family were aware of the treatment plan.</p>			
Recommendation:			
For information and assurance			
Relationship to Trust Strategic Objectives & Assurance Framework:			
<p>SO1: Safe – Deliver safe high quality and improving services which pursue perfection and be in the top 20% against our peers</p> <p>SO3: Caring – Working in partnership with staff, families and carers</p> <p>SO4: Responsive – Become the secondary care provider of choice our catchment population</p>			
Corporate Impact Assessment:			

Legal and regulatory impact	Potential impact to CQC rating if we do not listen and learn from patient feedback
Financial impact	Nil
Patient Experience/Engagement	It is important that the organisation can demonstrate that it listens to and learns from patient feedback
Risk & Performance Management	NA
NHS Constitution/Equality & Diversity/Communication	See above
Attachment:	
N/A	