

TRUST BOARD
28 June 2018

AGENDA ITEM	10.0
TITLE OF PAPER	Patient Story to Trust Board
Confidential	NO
Suitable for public access	NO
PLEASE DETAIL BELOW THE OTHER SUB-COMMITTEE(S), MEETINGS THIS PAPER HAS BEEN SUBMITTED	
None	
STRATEGIC OBJECTIVE(S):	
Quality Of Care	To achieve the highest possible quality of care through learning from patient experiences.
People	Listening to patients and valuing their contribution to our learning culture.
Modern Healthcare	To use these experiences to allow us to continue to deliver efficient and effective care.
Digital	Understanding how new technology can enhance patient pathways.
Collaborate	Understanding how cross department working can improve the patient journey.
EXECUTIVE SUMMARY	
<p>The purpose of the Trust Board hearing this story is to hear a patient's perspective on a journey through our Emergency Department (ED) to ongoing treatment.</p> <p>Danielle Levy had a chronic condition that was treated at the Trust and is now, in her words, fit and well.</p> <p>Danielle experienced her ED journey during a very painful exacerbation of kidney stones. This episode was on the back of a five year history of stones in both kidneys that had been causing extreme pain and subsequent visits to ED.</p> <p>During this time Danielle was under the care of our Urology team and was awaiting laser treatment to break the stones down. Her story highlights both waiting time, clinical interventions, capacity and pain management themes.</p>	
RECOMMENDATION:	

SPECIFIC ISSUES CHECKLIST:	
Quality and safety	The story supports delivery of quality care.
Patient impact	Hearing the patient story first hand raises awareness of the importance of listening and involving patients in their care.
Employee	This story demonstrates the perception of a patient's journey and the effect on the way care and compassion is interpreted.
Other stakeholder	None identified
Equality & diversity	This story recognises that all patients should have equal access to services and that all patients are treated with dignity and respect.
Finance	No implications
Legal	No implications
Link to Board Assurance Framework Principle Risk	
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PRESENTED BY DIRECTOR NAME/ROLE	Sue Tranka, Chief Nurse
DATE	22 June 2018
BOARD/TEC ACTION	Receive

1. Overview

This story was selected because it provides a patient perspective of the 4 hour performance target. It also highlights the patient's view of the pathway taken through emergency admission to speciality referral and treatment.

A key focus of this story is pain management, which Danielle felt was not optimum within the ED.

A number of quality improvement initiatives are ongoing in the ED to improve patient flow and experience and treatment, it is important that the Board is sighted on the needs of all the Trusts patients during this time.

Danielle will share her experience and provide the Board with suggestions to improve the patient experience. The format will be that of Danielle telling her story, followed by questions and discussion with Board members.

2. Executive Summary

Danielle has been coming to St Peter's for 5 year with chronic kidney pain resulting from kidney stones. For the last three years she has been under the specialty care of the Urology Service and has had treatment for stones in both left and right kidneys.

The experience of removal of stones was very different and she has reflected on her experiences of this treatment. During the wait for this treatment Danielle experienced long waits in ED and felt that due to her continued attendances was being labelled by medical and nursing staff.

Danielle has also identified that pain management in the ED is an issue and could be improved. Danielle is clear in her views that she has not experienced major problems with care and that she found the staff helpful.

Since being treated Danielle has felt much better and recently ran the London marathon, something that has been a first for her.