

Paper 1

<p>Recommendation</p> <p><input type="checkbox"/> DECISION</p> <p><input checked="" type="checkbox"/> NOTE</p>	<p>The Trust Board is asked to receive a patient’s story and note the learning and changes in practice since receipt.</p>
<p>Reporting to:</p>	<p>Trust Board – Public Session</p>
<p>Date</p>	<p>8th February 2018</p>
<p>Paper Title</p>	<p>Patient Story</p>
<p>Brief Description</p>	<p>This patients story relates to the story tellers experience of being admitted to one of the Trust escalation areas during the winter months</p> <p>Key areas of focus for the story:</p> <ul style="list-style-type: none"> • Story teller is a member of staff at RSH • The patient experience left her feeling vulnerable and exposed • Poor pain control • Missing elements of basic care • Storytellers perception that staff were overstretched, which led to poor care medication problems and poor cleanliness <p>This story will also be shared at Nursing & Midwifery Forum, Clinical Governance Executive and SAU/DSU team</p>
<p>Sponsoring Directors</p>	<p>Director of Nursing, Midwifery and Quality</p>
<p>Author(s)</p>	<p>Associate Director of Nursing Quality and Patient Experience</p>
<p>Recommended / escalated by</p>	<p>NA</p>
<p>Previously considered by</p>	<p>NA</p>
<p>Link to strategic objectives</p>	<p>PATIENT AND FAMILY - Deliver a transformed system of care (VMI) and partnership working that consistently delivers operational performance objectives</p> <p>SAFEST AND KINDEST - Deliver the kindest care in the NHS with an embedded patient partnership approach</p> <p>HEALTHIEST HALF MILLION ON THE PLANET – Build resilience and social capital so our communities live healthier and happier lives and become the healthiest 0.5 million on the planet through distributed models of health</p> <p>VALUES INTO PRACTICE - Value our workforce to achieve cultural change by putting our values into practice to make our organisation a great place to work with an appropriately skilled fully staffed workforce</p>

<p>Link to Board Assurance Framework</p>	<p>If we do not develop real engagement with our staff and our community we will fail to support an improvement in health outcomes and deliver our service vision (RR 1186)</p> <p>If we do not get good levels of staff engagement to get a culture of continuous improvement then staff morale & patient outcomes may not improve (RR 423)</p>
<p>Equality Impact Assessment</p>	<p><input checked="" type="radio"/> Stage 1 only (no negative impacts identified)</p> <p><input type="radio"/> Stage 2 recommended (negative impacts identified)</p> <ul style="list-style-type: none"> <input type="radio"/> negative impacts have been mitigated <input type="radio"/> negative impacts balanced against overall positive impacts
<p>Freedom of Information Act (2000) status</p>	<p><input checked="" type="radio"/> This document is for full publication</p> <p><input type="radio"/> This document includes FOIA exempt information</p> <p><input type="radio"/> This whole document is exempt under the FOIA</p>