

Paper 1

<b>Recommendation</b>  <input type="checkbox"/> <b>DECISION</b>  <input checked="" type="checkbox"/> <b>NOTE</b>	<div style="border: 1px solid black; padding: 5px;"> <b>Listen and review the learning from the Patient Story</b> </div>
<b>Reporting to:</b>	<b>Trust Board</b>
<b>Date</b>	31 <sup>st</sup> May 2018
<b>Paper Title</b>	How the Trust can improve care and services delivered to laryngectomy patients
<b>Brief Description</b>	<p>Our patient story teller received a laryngectomy 8 months ago at SaTH; this story relates to how she felt her experience could have been improved.</p> <p>The experience is portrayed by the patient herself and the following important points are presented:</p> <ul style="list-style-type: none"> <li>• Patient was alone when she was informed that she would require a laryngectomy; she found this hard to cope with.</li> <li>• Patient felt alone and isolated during her stay</li> <li>• There was limited support in place following discharge home which again led to a feeling of isolation.</li> <li>• There is no single point of contact available resulting in patients making a number of calls to each site to seek support.</li> </ul> <p>The main learning is the importance of effective communication to meet the individual needs of a patient and ensuring that patients are aware of how to access support following discharge.</p>
<b>Sponsoring Director</b>	Deirdre Fowler: Director of Nursing, Midwifery and Quality
<b>Author(s)</b>	Ruth Smith: Lead for Patient Experience (front cover only)
<b>Recommended / escalated by</b>	
<b>Previously considered by</b>	<b>N/A</b>
<b>Link to strategic objectives</b>	Yes
<b>Link to Board Assurance Framework</b>	Yes
<b>Outline of public/patient involvement</b>	Story approved and consent to share given by patient

<b>Equality Impact Assessment</b>	<ul style="list-style-type: none"><li><input checked="" type="radio"/> <b>Stage 1 only (no negative impacts identified)</b></li><li><input type="radio"/> <b>Stage 2 recommended (negative impacts identified)</b><ul style="list-style-type: none"><li>* <b>EIA must be attached for Board Approval</b></li><li><input type="radio"/> negative impacts have been mitigated</li><li><input type="radio"/> negative impacts balanced against overall positive impacts</li></ul></li></ul>
<b>Freedom of Information Act (2000) status</b>	<ul style="list-style-type: none"><li><input checked="" type="radio"/> <b>This document is for full publication</b></li><li><input type="radio"/> <b>This document includes FOIA exempt information</b></li><li><input type="radio"/> <b>This whole document is exempt under the FOIA</b></li></ul>