### Recommendation

- **NOTE**

**Reporting to:** Trust Board

**Date**

31st May 2018

**Paper Title**

How the Trust can improve care and services delivered to laryngectomy patients

**Brief Description**

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. The experience is portrayed by the patient herself and the following important points are presented:

- Patient was alone when she was informed that she would require a laryngectomy; she found this hard to cope with.
- Patient felt alone and isolated during her stay.
- There was limited support in place following discharge home which again led to a feeling of isolation.
- There is no single point of contact available resulting in patients making a number of calls to each site to seek support.

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.

**Sponsoring Director**

Deirdre Fowler: Director of Nursing, Midwifery and Quality

**Author(s)**

Ruth Smith: Lead for Patient Experience (front cover only)

**Recommended / escalated by**

N/A

**Previously considered by**

N/A

**Link to strategic objectives**

Yes

**Link to Board Assurance Framework**

Yes

**Outline of public/patient involvement**

Story approved and consent to share given by patient
<table>
<thead>
<tr>
<th>Equality Impact Assessment</th>
<th>Stage 1 only (no negative impacts identified)</th>
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<td>Stage 2 recommended (negative impacts identified)</td>
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<td>* EIA must be attached for Board Approval</td>
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<td>negative impacts have been mitigated</td>
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<td>negative impacts balanced against overall positive impacts</td>
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<td>Freedom of Information Act (2000) status</td>
<td>This document is for full publication</td>
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