

Recommendation <input type="checkbox"/> DECISION <input checked="" type="checkbox"/> NOTE	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Trust Board</div> is asked to listen to and review the learning from the patient story
Reporting to:	Trust Board
Date	3 rd May 2018
Paper Title	How the Trust can improve on its communication with patients with learning difficulties
Brief Description	<p>This patient story relates to a patient who has to access health care on a regular basis and how she felt her experience could have been improved during her stay at SaTH.</p> <p>The experience is portrayed by the patient and her carer (her mother). The following important points are drawn out:</p> <ul style="list-style-type: none"> • Barrier to communication - not speaking directly to her but talking to third person. This caused the patient distress and lack of autonomy. • What was important to her e.g. bringing and having her comforter (toy) and the use of personal contact e.g. touch to comfort and reassure her - holding her hand. • To keep patient and her carers informed at all times of her care and the need to involve them. • To convey the above information during handover to other providers of care e.g. other hospital / professionals. <p>The main learning is the importance of verbal and non-verbal communication and how it is important to tailor this to meet the individual needs of the patient.</p>
Sponsoring Director	Deirdre Fowler, Director of Nursing, Midwifery and Quality
Author(s)	Angela Hughes, Quality Assurance Lead
Recommended / escalated by	
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 by patient

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