

Paper 1

<b>Recommendation</b>  <input type="checkbox"/> DECISION <input checked="" type="checkbox"/> NOTE	<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>	30 <sup>th</sup> August 2018
<b>Paper Title</b>	Learning from a service users involvement in the co-development of services within the Trust to improve patient experience
<b>Brief Description</b>	<p>Our patient story teller has been involved in a range of activities as a patient representative, the following important points are to be shared with you:</p> <ul style="list-style-type: none"> <li>• Involvement in the design of services</li> <li>• Engagement with the TCI team Value Stream 4 in Ophthalmology</li> <li>• Sponsorship of an Ophthalmology RPIW</li> </ul> <p>The main learning is the importance of working in a collaborative partnership with patients, carers and service users to engage with the wider community.</p>
<b>Sponsoring Director</b>	Deirdre Fowler: Director of Nursing, Midwifery and Quality
<b>Author(s)</b>	Ruth Smith: Lead for Patient Experience
<b>Recommended / escalated by</b>	
<b>Previously considered by</b>	<b>N/A</b>
<b>Link to strategic objectives</b>	<p><b>PATIENT AND FAMILY</b> Listening to and working with our patients and families to improve healthcare</p> <p><b>SAFEST AND KINDEST</b> Our patients and staff will tell us they feel safe and received kind care</p>
<b>Link to Board Assurance Framework</b>	Yes
<b>Outline of public/patient involvement</b>	The story is being shared by the story teller at Trust Board to outline her experience of being involved as a patient representative within SaTH.
<b>Equality Impact Assessment</b>	<p><input checked="" type="radio"/> <b>Stage 1 only (no negative impacts identified)</b></p> <p><input type="radio"/> <b>Stage 2 recommended (negative impacts identified)</b>          * EIA must be attached for Board Approval</p> <p><input type="radio"/> negative impacts have been mitigated</p> <p><input type="radio"/> negative impacts balanced against overall positive impacts</p>

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