

Cover page	
Meeting	Trust Board
Paper Title	Patient Story – Exposure to Cigarette Smoke
Date of meeting	3 rd October 2019
Date paper was written	24th September 2019
Responsible Director	Barbara Beal: Interim Director of Nursing, Midwifery and Quality
Author	Ruth Smith: Lead for Patient Experience
Executive Summary	
<p>Patient stories encourage the Trust to focus upon the individual in a holistic approach rather than as a clinical condition or outcome. Through listening to a patient share their experience we can gain an understanding of what is important to them and where improvements can be made to improve the experience of future patients accessing services.</p> <p>This patient story is presented as a short film which has been shared by the patient following her recent hospital admission for an elective caesarean section in June 2019. The story is shared from the patient's perspective using her own words to describe her experience.</p> <p>The Board are invited to watch the film in which the patient shares an account of her experience within the Trust, note the actions which have been taken in response to the feedback and approve the course of action which is being taken to improve the environment.</p>	
Previously considered by	To be shared at Maternity Governance Committee (30 th September 2019)

The Board is asked to:			
<input type="checkbox"/> Approve	<input type="checkbox"/> Receive	<input checked="" type="checkbox"/> Note	<input type="checkbox"/> Take Assurance
To formally receive and discuss a report and approve its recommendations or a particular course of action	To discuss, in depth, noting the implications for the Board or Trust without formally approving it	For the intelligence of the Board without in-depth discussion required	To assure the Board that effective systems of control are in place

Link to CQC domain:				
<input checked="" type="checkbox"/> Safe	<input type="checkbox"/> Effective	<input type="checkbox"/> Caring	<input checked="" type="checkbox"/> Responsive	<input checked="" type="checkbox"/> Well-led

<p>Link to strategic objective(s)</p>	<p><i>Select the strategic objective which this paper supports</i></p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> PATIENT AND FAMILY Listening to and working with our patients and families to improve healthcare <input checked="" type="checkbox"/> SAFEST AND kindest Our patients and staff will tell us they feel safe and received kind care <input type="checkbox"/> HEALTHIEST HALF MILLION Working with our partners to promote 'Healthy Choices' for all our communities <input type="checkbox"/> LEADERSHIP Innovative and Inspiration Leadership to deliver our ambitions <input type="checkbox"/> OUR PEOPLE Creating a great place to work
<p>Link to Board Assurance Framework risk(s)</p>	<p>We need real engagement with our community to ensure that patients are at the centre of everything we do (CRR 1186)</p> <p>Our maternity services need to evidence learning and improvement to enable the public to be confident that the service is safe (CRR 1204)</p>

<p>Equality Impact Assessment</p>	<ul style="list-style-type: none"> <input checked="" type="radio"/> Stage 1 only (no negative impact identified) <input type="radio"/> Stage 2 recommended (negative impact identified and equality impact assessment attached for Board approval)
<p>Freedom of Information Act (2000) status</p>	<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
<p>Financial assessment</p>	<p>Whilst there is no financial impact attached to this paper, improvements to the environment were made and supported by the Care Group.</p>

Main Paper

Situation

This patient story is presented as a short film which has been shared by the patient following her recent hospital admission for an elective caesarean section in June 2019.

The patient was admitted to the delivery suite and following the birth of her son she was transferred to Ward 21 into side room 1 to receive her postnatal care.

Whilst she describes the treatment and care which she received during her surgery, recovery and postnatal care as good, her experience was marred through being exposed to people smoking directly outside her side room window.

The patient describes how the Trust promotes a no-smoking environment and women not smoking during pregnancy to achieve better outcomes for their baby however this was not supported through the environment she found herself and her baby exposed to.

The patient shared her feedback with the Trust to highlight her concerns and to raise awareness.

Background

The prevalence of smoking at delivery in Shropshire County and Telford and Wrekin has been higher than the national average at 12.3% and 18.3%, respectively (HSCIC 2016). Following the attainment of the Government's 11% target, the Smoking in Pregnancy Challenge Group has proposed a new target to reduce the percentage of women smoking during pregnancy to 6% or less by 2020.

Maternity services are leading the way in smoking cessation, working with the local authority and Maternity Voices to meet the needs of the population to tackle public health issues with a focus upon smoking in pregnancy. All Midwives and Women's Support Assistants receive mandatory smoking cessation training. All women are now Carbon Monoxide (CO) tested at each antenatal appointment throughout their pregnancy regardless of their smoking status. In addition to this, stop smoking support has been introduced within all maternity areas providing support and access to nicotine replacement therapy in line with national guidance from Better Births and the Saving Babies Lives care bundle.

Clear advice is given to pregnant women and their partners regarding the impact of people's cigarette smoke and the threat this poses to a pregnant woman and her baby both before and after birth in line with NICE guidelines (2019).

Smoking in pregnancy across Shropshire, Telford and Wrekin reduced in the first year and in the first quarter of this year (April to June 2019) the number of women smoking in pregnancy had reduced by 5% against the preceding 3 month period.

Smoking within any hospital building has been banned since 2007 and Public Health England are promoting a smoke free NHS with smoking being stopped anywhere on NHS premises.

Whilst healthcare staff should not be judgemental, the benefits of a non-smoking environment should be taken into account in addition to the individual preferences, needs and what is

important to the patient (NICE guidelines 2019). The increased focus has raised awareness within Maternity and women accessing the services with a view to impact positively on pregnancy outcomes.

Assessment

Outside the Women and Children's Centre entrance there is a section to the left where there is a space between the entrance structure and side room 1 and 2 within Ward 21, the design of which has enabled windows to be placed in the side rooms. This external area is under cover and provides a level of shelter from the elements. This area is where the patient experienced exposure to cigarette smoke as people were frequently congregating within the area outside the side room in which she was receiving treatment.

Upon receipt of the feedback a small group of stakeholders reviewed the area to explore options which could be taken to improve the environment. Options were discussed with patients in the side rooms and they were asked for their feedback.

Action has since been taken to reduce postnatal mothers and babies exposure to smoke through:

- Increasing signage outside the Women and Children's Centre entrance
- Erecting fencing to restrict access to the sheltered area between the entrance and side rooms
- Erecting a portable detector which delivers a warning to people smoking within the area if a heat source is detected

The patient who contacted the Trust to share her experience was made aware of the steps being taken to improve the environment based upon her feedback. Upon completion of the work she was invited back to see the changes which had been introduced. She expressed that she was pleased at the Trust's response which gave her assurance that someone is listening.

The Trust has a responsibility to listen to feedback from people accessing services, promoting an open and honest culture and improving the experience of patients and carers.

Everyone has a role to play in helping to improve patient experience. Teams need to be empowered to challenge situations and work together to drive change and make improvements based upon the feedback they receive.

Recommendation

Next steps:

- The story will be shared wider within the Trust to raise awareness and encourage teams to act and explore improvements based upon the patient feedback they receive
- To continue to monitor smoking habits outside the Women and Children's entrance
- Work is already underway to address further areas where smoking is evident across the Trust. Portable detectors are presently located outside the Day Surgery entrance at PRH, behind the renal porta cabin at RSH, by the bike shed outside the Ward block at RSH and in a male toilet at PRH. Further requests have been made for devices to be placed outside the main entrance at PRH.

The Board is asked to note the work undertaken to reduce smoking across the Trust and take assurance that patient feedback is being listened to and changes are being made based upon what patients tell us to improve the experience of future patients.