

## Board of Directors' Meeting 11 March 2021

<b>Agenda item</b>	043/21			
<b>Report</b>	Patient Story – Kwasi's COVID-19 Experience			
<b>Executive Lead</b>	Director of Nursing			
	<b>Link to strategic pillar:</b>		<b>Link to CQC domain:</b>	
	Our patients and community	√	Safe	√
	Our people		Effective	√
	Our service delivery	√	Caring	√
	Our partners		Responsive	√
	Our governance		Well Led	√
	<b>Report recommendations:</b>		<b>Link to BAF / risk:</b>	
	For assurance		BAF1186	
	For decision / approval		<b>Link to risk register:</b>	
	For review / discussion	√		
	For noting			
	For information			
<b>Executive summary:</b>	<p>This patient story is shared by a patient who was admitted to the Trust in April 2020 with a diagnosis of COVID-19. The story is presented as a short film in which the storyteller uses his own words to describe his recollection of the care he received.</p> <p>Consent has been given to share this story within the Trust and externally to support reflection, learning and training.</p> <p>The Board are invited to watch the film in which the patient's story is shared.</p>			
<b>Appendices</b>	Appendix 1: - <a href="#">Kwasi's Covid-19 Experience</a>			

## **1.0 Introduction**

**1.1** This story captures the storyteller's experience of treatment and care whilst being treated for COVID-19 at the Princess Royal Hospital.

**1.2** The patient has shared this account of his experience to provide feedback and reinforce the positive impact joined up care had on his recovery.

**1.3** This patient story is presented as a short film captured through Microsoft Teams during the present lockdown.

## **2.0 Background**

**2.1** The storyteller became unwell around the 24<sup>th</sup> April 2020, at this stage there was less knowledge and awareness of the signs and symptoms of COVID-19 however his condition deteriorated and he contacted NHS 111.

**2.2** Following a review in Shrop Doc and a subsequent referral to the Accident and Emergency Department, an initial diagnosis of pneumonia was given, this was then confirmed to be COVID-19. The storyteller was subsequently transferred to the Intensive Therapy Unit when he required a ventilator to assist his breathing.

**2.3** The storyteller reflects upon his experience within the hospital and his recollection of the care and support he received whilst an inpatient in the Trust.

**2.4** The nursing teams assisted him in maintaining contact with people important to him through phone calls and video calls to support both him and his family.

**2.5** Revisiting the ITU helped the storyteller come to terms with his experience and the events which took place. Staff were available to answer any questions he had to assist him in moving forward in his recovery.

**2.6** The storyteller describes his emotional journey which he describes as a success story, and his emotional discharge home from hospital.

**2.7** This patient story reflects a snapshot of the feedback which has been shared with the Trust. The storyteller went on to explain the seamless care he received when discharged from the Trust into the community and physiotherapy services which have continued to greatly assist him in his recovery.

## **3.0 The Use of Patient Stories**

**3.1** Patient stories value the perspective of the person sharing their experience, providing a tool through which they can share what is important to them, enabling storytellers through empowering them to tell their story in their own words and in their own way.

**3.2** A patient story provides an honest and genuine insight into their experience, offering a different perspective and an opportunity to reflect.

## **4.0 Risks and actions**

**4.1** Following this patient story being shared the subsequent actions have been taken:

- Kwasi has recorded footage for the Trust as a local advocate for the COVID-19 vaccination programme.

- A page on the Trust website is being developed to encourage members of the local community to have the COVID-19 vaccine when offered to them
- The patient story will be shared with the Divisions to raise awareness and support reflection and learning.

## **5.0 Conclusion**

- 5.1** The Board is asked to note this patient story and take assurance of the work being undertaken to embed the value of patient stories across the Trust to improve patient experience.

**Director of Nursing  
February 2021**