

## Board of Directors' Meeting 6 May 2021

<b>Agenda item</b>	093/21			
<b>Report</b>	Patient Story – Take a moment and listen to what I need			
<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>Presented to:</b>	<p>Ward Team Divisional Senior Nursing Team, Divisional Matron Team Moving and Handling Team. There are plans in place to share the feedback at the Divisional Matron's Governance Meeting.</p>			
<b>Dependent upon</b> (if applicable):	N/A			
<b>Executive summary:</b>	<p>This patient story is shared by a patient who was admitted for treatment in November 2020. The story is presented as a short film, using his own words to describe his experience.</p> <p>The Board are invited to watch the film in which the patient's story is shared and an update on actions which have taken place and are underway to make improvements in response to this feedback.</p>			
<b>Appendices</b>	<p>Appendix 1: "Take a moment and listen to what I need" <a href="https://youtu.be/jafbOpaptqw">https://youtu.be/jafbOpaptqw</a></p>			

## **1.0 Introduction**

- 1.1 This story captures the experience of a volunteer who works in partnership with SaTH to support patient experience and service improvements.
- 1.2 The patient has shared the account of his experience to make a positive impact and enable learning to be taken and shared both within the team and across the wider organisation.

## **2.0 Background**

- 2.1 Following a visit to his GP in November 2020 the patient was referred to the Surgical Assessment Unit (SAU) for treatment the following day. The patient contacted the SAU the evening before admission to inform them that he had a spinal injury and would require a hoist to transfer.
- 2.2 The experience is recounted highlighting points which stood out to him during his inpatient care, identifying aspects where his needs could have been better met and areas in which he received good care.
- 2.3 One recollection he describes is that staff appeared to be unsure how to use the hoist, requiring his wife, who is one of his carers, to assist. When raised the hoist did not rise high enough over the bed, at the lowest level, to enable him to be manoeuvred which left him feeling undignified.
- 2.4 Whilst it is recognised that every spinal injury patient is different, the importance of asking the patient what they need and listening to them is crucial in order to empathetically meet their care needs.

## **3.0 Risks and Actions**

- 3.1 Following this patient story being shared the subsequent actions have been taken:
  - A process has been introduced to ensure that patients are greeted upon arrival and updated as necessary in relation to waiting times.
  - The Ward Sister and Ward Manager are completing quality checks to ensure that individual patient needs are assessed and incorporated into their care.
  - The staff on duty overnight will check any equipment identified for patients being admitted the next day and ensure that it is made available in advance of their arrival.
  - The Moving and Handling Team are providing additional hoist training within the area and training on supporting patients with a spinal injury.
  - New patient hoists have been ordered as a replacement, the hoists are easier to manoeuvre and lift to a higher level.
  - The storyteller has met with the Moving and Handling Team to discuss the impact of his experience with them, providing an opportunity for questioning and compassionate learning.
  - The Moving and Handling Team are focusing the new patient handlers' statutory training sessions on hoisting, in response to this experience which has been shared with the Trust.

## **4.0 Conclusion**

- 4.1 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**  
**May 2021**