


Board of Directors' Meeting 5 August 2021

Agenda item	208/21			
Report	Patient Story			
Executive Lead	Director of Nursing			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	
	Our people	√	Effective	
	Our service delivery		Caring	√
	Our partners		Responsive	√
	Our governance		Well Led	
	Report recommendations:		Link to BAF / risk:	
	For assurance			
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting	√		
	For information			
	For consent			
Presented to:	The patient story has been shared with members of the Emergency Centre Team			
Dependent upon (if applicable):	NA			
Executive summary:	<p>This patient story is shared by the mother of a patient who attended the Emergency Department for treatment in May 2021. The story is presented as a short animation, the storyteller is using her own words to describe the experience.</p> <p>The Board are invited to watch the animation in which the story is shared and review the actions being taken to make improvements in response to this feedback.</p>			
Appendices	Appendix 1: Patient Story – First Impressions			
				

1.0 Introduction

This story captures the experience of a person who recently attended the Emergency Department (ED) with her daughter on a busy Saturday night. The storyteller has shared her feedback to enable learning to be taken and improvements to be made.

2.0 Background

- 2.1 The storyteller attended the ED following advice from NHS 111 to access treatment for her 19 year old daughter. The storyteller shares her experience of the ED reception and waiting room.
- 2.2 On arrival the storyteller reported to reception, to be informed that she had gone to the wrong place and that she should have gone to Telford ED, not Shrewsbury. The first impression was not one of staff demonstrating care or compassion. The storyteller was left feeling that she was an inconvenience.
- 2.3 It was a Saturday night, and the waiting room was busy with people waiting for treatment, the environment was unsettling for the storyteller's daughter who became increasingly anxious during the time spent within the environment.
- 2.4 There was no indication of the time people would be likely to wait and this was not communicated by staff. The storyteller was however, informed by another patient that the wait time was four hours.
- 2.5 The experience and increasing anxiety from the environment led the storyteller and her daughter to leave the ED.

3.0 Risks and Actions

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

- The feedback has been shared with the ED Reception Manager.
- The need to direct Head and Neck patients to the Princess Royal Hospital has been reinforced to NHS 111.
- A Trust values and behaviours workshop is being held with the ED Reception Team, facilitated by the Workforce Team.
- The Emergency Centre are introducing Civility Saves Lives workshops in September 2021. The workshops will highlight the importance of values and behaviours at work and the impact this has on others. The sessions will be interactive and include all staff within the Centre.
- Patient stories are being used within the workshops to increase staff awareness of the impact values, behaviours and good communication has upon the experience a patient receives. This feedback will be incorporated in the workshops to reinforce the message and learning.
- A volunteer role is being introduced into the ED waiting rooms to provide visibility, assistance, and a point of contact for people waiting.

4.0 Conclusion

The Board is asked to note the patient story and take assurance of the work being undertaken to listen to and be responsive to feedback from people accessing services within the Trust to improve patient experience.

Hayley Flavell
Director of Nursing
July 2021